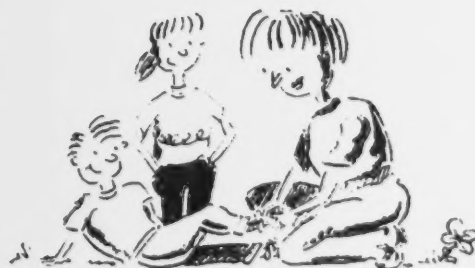


**A Handbook  
For One-Parent  
Families  
Ninth Edition**



## **PARENTING ON YOUR OWN**

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The Manitoba Status of Women is pleased to offer the ninth edition of ***Parenting on Your Own*** as a resource to single parents in Manitoba and to others who may find it useful.

This guide advises parents of their rights and lists some of the services and supports available in the community. Because services sometimes change, it is advisable to call and verify the hours, fees, services and accessibility of listed resources.

If there are any valuable resources that have not been included in this guide, please send the information to the Manitoba Status of Women, and it will be included in the next edition.

This document is a guide to resources and information, not an endorsement of any listed service. Personal experience with a service will allow for an informed decision based on individual needs. Resource centres, women's groups and single parent support groups also provide an opportunity to share views and concerns with others.

We welcome any comments or questions about this manual, or the ongoing work of the Status of Women Division. Please contact us at:

### **Manitoba Status of Women Division**

409-401 York Avenue

Winnipeg, MB R3C 0P8

Phone: 204-945-6281

Toll free in Manitoba: 1-800-263-0234

Fax: 204-945-6511

E-mail: [msw@gov.mb.ca](mailto:msw@gov.mb.ca)

Website: [manitoba.ca/msw](http://manitoba.ca/msw)

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**Note:** This edition of *Parenting on Your Own* includes website addresses for many of the organizations mentioned in the document. Free Internet access is available at any of the 20 branches of the Winnipeg Public Library system and in most community libraries throughout the province.

The Société Franco-Manitobaine has an information phone list at 233-2556 in Winnipeg (toll free 1-800-665-4443) which answers inquiries about French services available in Manitoba. They also publish an annual directory, *Annuaire des services en français au Manitoba*, which includes organizations that offer French language services in the province. This directory is available on their website [www.sfm-mb.ca/](http://www.sfm-mb.ca/)

CONTACT Community Information (Volunteer Centre of Winnipeg) provides a comprehensive list of community resources in Winnipeg and throughout rural and northern Manitoba. Copies may be available at your local library. For help locating a particular program or service, call 287-8827 in Winnipeg; or toll free 1-866-266-4636, Monday to Friday, 9:00 a.m. to 4:30 p.m. (except statutory holidays). This information is also available on their website: [www.contactmb.org](http://www.contactmb.org).

## **MANITOBA STATUS OF WOMEN**

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The Manitoba Status of Women's objectives are to promote gender equality and participation of all women in society; improve the economic, social and health status of women; contribute to ending exploitation and violence against women; identify the need and concerns of Manitoba women; raise awareness of issues affecting women; partner with community organizations and other government departments to promote gender equality and to bring the concerns and aspirations of women to the provincial government and ensure they are integrated into government programs, policies and legislation.

The Manitoba Women's Advisory Council is a component of the Manitoba Status of Women.

The council's organizational structure consists of a chairperson and members appointed by the provincial government. The chair reports to the Minister responsible for the Status of Women.

The council reflects the diversity of Manitoba women. Members come from rural, urban and northern communities.

Please write, visit, or call us at 204-945-6281 in Winnipeg; or toll free at 1-800-263-0234 (ext. 6281).



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The services listed in this chapter are specific to Aboriginal people. For further information on each topic, please refer to the corresponding chapter listed in the Table of Contents.

Other resources for Aboriginal people include:

- ***Ota-Miska 2006-2007: Where to Find It Resource Manual*** is published by Manitoba Entrepreneurship, Training and Trade. To obtain a copy of this manual, call 984-2272 in Winnipeg; or toll free 1-800-665-2019; website: [www.gov.mb.ca/ctt/busdev/smbus/otamiska.html](http://www.gov.mb.ca/ctt/busdev/smbus/otamiska.html)
- ***Aboriginal Organizations in Manitoba***, compiled and edited by the Aboriginal Awareness Committee of the Fort Garry United Church, is available at local libraries or by calling 475-1586 in Winnipeg.
- ***A Guide to Winnipeg for Aboriginal Newcomers***, compiled by Partners for Careers, is available by calling 945-0447 in Winnipeg.
- ***Aboriginal Single Window Service Canada***, offers a central location for information on government-funded programs for Aboriginal people. It is a joint effort of the Government of Canada, Government of Manitoba and City of Winnipeg and is designed to make information about these programs easier to find.

### **MANITOBA OFFICE:**

Aboriginal Single Window Service Canada  
(Hours of Operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.)  
100-181 Higgins Avenue  
Winnipeg, MB R3B 3G1  
Phone: 204-984-1415  
Fax: 204-984-1424  
Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### **NATION-WIDE:**

Aboriginal Canada Homepage of Service Canada  
Phone toll free: 1-888-399-0111  
(Monday to Friday, 9:00 a.m. to 5:00 p.m. Eastern Time)  
E-mail: [acp@inac.gc.ca](mailto:acp@inac.gc.ca)  
Website: [www.aboriginalcanada.gc.ca](http://www.aboriginalcanada.gc.ca)

## **ABORIGINAL SERVICES**

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### **ABUSE**

#### **Shelters in Winnipeg:**

##### **Ikwe Widdjitiwin Inc.**

Local Crisis Line (Winnipeg): 204-987-2780

Phone: 24-Hour toll free Line: 1-800-362-3344

Fax: 204-987-2826

#### **Shelters on Reserves:**

##### **Fisher River First Nation Healing Centre**

Koostatak

Phone: 204-645-2750

Fax: 204-645-2546

##### **Mamawihetowin Crisis Centre**

Pukatawagan

Phone: 204-553-2198

Fax: 204-553-2302

##### **Shamattawa Crisis Centre**

Shamattawa

Phone: 204-565-2548

Fax: 204-565-2544

#### **Outreach Program:**

##### **Wahbung Abinoonjiag Inc.**

This organization provides family violence programs for women and children who have been exposed to family violence.

##### **Wahbung Abinoonjiag Inc.**

225 Dufferin Avenue

Winnipeg, MB R2W 5N7

Phone: 204-925-4610

Fax: 204-582-9508

E-mail: [reception@wahbung.org](mailto:reception@wahbung.org)

**DISABILITIES****First Nations disABILITY Association of Manitoba Inc.**

The program provides career counselling, resume writing, interview preparation, job site counselling and support, employer and co-worker education, coaching on social skills necessary on the job and resolution of personal, health or family matters which are deemed a barrier to employment. Follow-up services are also available.

**First Nations disABILITY Association of Manitoba Inc.**

305B-260 St. Mary Avenue

Winnipeg, MB R3C 0M6

Phone: 204-953-0310

Toll free: 1-866-370-9875

Fax: 204-953-0318

E-mail: [fntafnto@lycos.com](mailto:fntafnto@lycos.com)

**EMPLOYMENT/EDUCATION AND TRAINING****Aboriginal Literacy Foundation Inc.**

The Aboriginal Learning and Literacy Centre provides relevant programming to Aboriginal adults in the Winnipeg Aboriginal community. The non-profit centre offers small and large group instruction, one-on-one and computer-assisted learning in areas such as reading, numeracy, science, spelling and writing. There are a variety of supports such as onsite childcare, peer tutoring and a library.

**Aboriginal Literacy Foundation Inc.**

403-181 Higgins Avenue

Winnipeg, MB R3B 3G1

Phone: 204-989-8860

Fax: 204-989-8870

E-mail: [alf@abcentre.org](mailto:alf@abcentre.org)

Website: [www.abcentre.org/literacy.html](http://www.abcentre.org/literacy.html)



### **Canadian Council for Aboriginal Business**

The Canadian Council for Aboriginal Business is a national, non-profit organization that brings together Aboriginal and non-Aboriginal business people for mutually beneficial partnerships through education, training and employment opportunities, networking and business development.

#### **Canadian Council for Aboriginal Business**

204 A St. George Street  
Coach House, Main Floor  
Toronto, ON M5R 2N5  
Phone: 416-961-8663  
Fax: 416-961-3995  
E-mail: [info@caab.com](mailto:info@caab.com)  
Website: [www.ccab.com](http://www.ccab.com)

### **Centre for Aboriginal Human Resource Development**

The Centre for Aboriginal Human Resource Development (CAHRD) is a community-based, non-profit organization staffed by Aboriginal people. The centre prepares Aboriginal people (Status and Non-Status, First Nations, Métis and Inuit) for the workplace by offering employment counselling, supportive follow-up, information on education and training opportunities, workshops, self-assessment and specialized services.

#### **Centre for Aboriginal Human Resource Development**

304-181 Higgins Avenue  
Winnipeg, MB R3B 3G1  
Phone: 204-989-7110  
Fax: 204-989-7113  
E-mail: [cahrd@abcentre.org](mailto:cahrd@abcentre.org)  
Website: [www.cahrd.org](http://www.cahrd.org)

### **Manitoba Indian Education Association Inc.**

Manitoba Indian Education Association Inc. is a student services centre for band-sponsored students enrolled in Winnipeg educational institutions.

#### **Manitoba Indian Education Association Inc.**

305-352 Donald Street  
Winnipeg, MB R3B 2H8  
Phone: 204-947-0421  
Fax: 204-942-3067  
E-mail: miea@miea.ca  
Website: www.miea.ca

### **Partners for Careers (PFC)**

This program, supported by the provincial government, is a one-stop shop for information on employment, education and training opportunities for Aboriginal people in Manitoba. PFC has also compiled a *Guide to Winnipeg for Aboriginal Newcomers*.

#### **Partners for Careers**

510 Selkirk Avenue  
Winnipeg, MB R2W 2M7  
Phone: 204-945-0447  
Toll free: 1-800-883-0398  
Fax: 204-948-2714  
Website: www.partnersforcareers.mb.ca

### **Programs through PFC:**

***Partners for Careers @ 510 Selkirk*** – This is the storefront location that provides information about programs and agencies for employment, family support services, training programs, etc. It is open to people of all ages and backgrounds.

***Partners for Careers Job Placement Services*** – This service focuses on job placement for First Nation, Métis and Inuit graduates. It is delivered by the Manitoba Association of Friendship Centres and Staffing Solutions, which is located at the Centre for Aboriginal Human Resource Development.

## **ABORIGINAL SERVICES**

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***Aboriginal Youth Mean Business*** – This annual event brings together services that support Aboriginal entrepreneurship with Aboriginal youth who are exploring business ownership. Youth who are at all stages of starting or operating a business can connect to these services to help start or grow their business.

### **Urban Circle Training Centre Inc.**

The Urban Circle Training Centre offers skill-specific training to all Aboriginal people who receive social assistance, Employment Assistance or other funding.

#### **Urban Circle Training Centre Inc.**

519 Selkirk Avenue

Winnipeg, MB R2W 2M6

Phone: 204-589-4433

Fax: 204-582-6439

Website: [www.urbancircletraining.com](http://www.urbancircletraining.com)

## **HEALTH**

### **Aboriginal Health and Wellness Centre of Winnipeg, Inc.**

This community and culturally-based centre provides holistic services to the Aboriginal community of Winnipeg. The centre's programs include Head Start, Fetal Alcohol Syndrome/Effects Education Program, Abinotci Mino-Ayawin (Children's Healing), Healthy Child Program, Medicine Wheel Awareness Workshop and the Men's Healing and Wellness Program.

#### **Aboriginal Health and Wellness Centre of Winnipeg, Inc.**

215-181 Higgins Avenue

Winnipeg, MB R3B 3G1

Phone: 204-925-3700

Fax: 204-925-3709

### **Aboriginal Health Services Department, Health Sciences Centre**

This department provides services for Aboriginal patients as part of a team approach to holistic case management. They offer language/translation services in Ojibway, Cree and Oji Cree dialects, alongside cultural/spiritual services, counselling, education and other services. There are Aboriginal Health Services offices at several Winnipeg-area hospitals, but staff at the central intake line (below) will be able to direct you to the office closest to you.

#### **Aboriginal Health Services**

(Hours of Operation: 8:30 a.m. to 4:30 p.m.)

Phone: 204-926-7151 (Central intake line)

Fax: 204-943-1728

Website: [www.wrha.mb.ca/aboriginalhealth/](http://www.wrha.mb.ca/aboriginalhealth/)

### **Aboriginal Health Outreach Program**

Nor-West Co-op Community Health Centre runs an Aboriginal Health Outreach Program that provides advocacy and support for clients in areas such as housing, education, family issues, child welfare and social assistance. They arrange home visits and clinical care follow-up and run a variety of programs in areas such as community programming, nutrition and traditional healing practices. Their phone number is 940-2105 in Winnipeg.

### **National Native Alcohol and Drug Abuse Programs (NNADAP)**

This federal program is delivered in First Nation communities by local workers. For a list of locations, call 983-4199 in Winnipeg or check your local phone listings.

## **ABORIGINAL SERVICES**

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### **HOUSING**

#### **Community Housing Managers of Manitoba**

The Community Housing Managers of Manitoba provide a housing program for low-income families living in rural Manitoba.

#### **Community Housing Managers of Manitoba**

304-150 Henry Avenue  
Winnipeg, MB R3B 0J7  
Phone: 204-582-9809  
Toll free: 1-800-665-8474  
Fax: 204-582-0772

#### **Manitoba Urban Native Housing Association**

205-70 Arthur Street  
Winnipeg, MB R3B 1G7  
Phone: 204-942-5199  
Website: [www.munha.ca](http://www.munha.ca)

#### **Aboriginal Housing Agencies**

##### **Anicinabe Housing Corporation**

Family Housing  
217 Main Street South  
Dauphin, MB R7N 1K5  
Phone: 204-638-8927  
Fax: 204-638-8134  
E-mail: [ahc@mts.net](mailto:ahc@mts.net)

##### **Brandon Friendship Centre**

Family Housing  
836 Lorne Avenue  
Brandon, MB R7A 0T8  
Phone: 204-727-1407  
Fax: 204-726-0902  
E-mail: [bfc\\_housing@mts.net](mailto:bfc_housing@mts.net),  
[bfcinc@mts.net](mailto:bfcinc@mts.net)  
Website: [www.mac.mb.ca/brandon/](http://www.mac.mb.ca/brandon/)

##### **Dial-a-Life Housing Inc.**

100-130 Watson Street  
Winnipeg, MB R2P 1Y4  
Phone: 204-694-9170  
Fax: 204-632-5963

##### **Dakota Ojibway Tribal Council Housing Authority Inc.**

Head Office  
P.O. Box 187  
Rm 150-5010 Crescent Road  
West  
Portage La Prairie, MB  
R1N 3B5  
Phone: 204-856-5550  
Toll free: 1-866-856-5550  
Fax: 204-239-5208

**Dakota Ojibway Tribal Council  
Housing Authority Inc.  
(Winnipeg)**

201-1311 Portage Avenue  
Winnipeg, MB R3G 0V3  
Phone: 204-988-5377  
Fax: 204-988-5376

**Dakota Ojibway Tribal Council  
Housing Authority Inc.  
(Brandon)**

2-345 10th Street  
Brandon, MB R7A 4E9  
Phone: 204-729-3600  
Fax: 204-726-4949

**Kanata Housing Corporation**

Family Housing  
202-2055 McPhillips Street  
Winnipeg, MB R2V 3C6  
Phone: 204-338-6327 or  
204-338-6261  
Fax: 204-338-6540

**Keewatin Tribal Council**

Keewatin Housing Association  
102-83 Churchill Drive  
Thompson, MB R8N 0L6  
Phone: 204-677-2341  
Fax: 204-677-0255

**KeKINan Centre Inc.**

Senior Housing  
100 Robinson Street  
Winnipeg, MB R2W 5M8  
Phone: 204-942-0991  
Fax: 204-957-5829  
E-mail: [admin@sam.mb.ca](mailto:admin@sam.mb.ca)  
Website: [www.sam.mb.ca/properties.html](http://www.sam.mb.ca/properties.html)

**Kinew Housing Inc.**

Aboriginal Family Housing  
201-424 Logan Avenue  
Winnipeg, MB R3A 0R4  
Phone: 204-956-5093  
Fax: 204-943-0226  
E-mail: [kinew@mts.net](mailto:kinew@mts.net)

**Manitoba Métis Federation**

Rural and Native Housing  
Program  
Community Housing Managers  
of Manitoba  
300-150 Henry Avenue  
Winnipeg, MB R3B 0J7  
Phone: 204-586-8474  
Fax: 204-582-0772  
E-mail: [mmf@mmf.mb.ca](mailto:mmf@mmf.mb.ca)  
Website: [www.mmf.mb.ca](http://www.mmf.mb.ca)

**Native Women's Transition  
Centre**

Specialized Family Housing  
105 Aikins St  
Winnipeg, MB R2W 4E4  
Phone: 204-989-8240  
Fax: 204-586-1101  
E-mail: [nwtc@mts.net](mailto:nwtc@mts.net)

**Payuk Inter Tribal Co-op Ltd.**

500 Balmoral Street  
Winnipeg, MB R3B 2P8  
Phone: 204-942-0991  
Fax: 204-957-5829  
E-mail: [admin@sam.mb.ca](mailto:admin@sam.mb.ca)  
Website: [www.sam.mb.ca/property\\_payuk.html](http://www.sam.mb.ca/property_payuk.html)

## **ABORIGINAL SERVICES**

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### **Portage Friendship Centre Housing Inc.**

Family Housing  
20-3rd Street Northeast  
Portage la Prairie, MB R1N 1N4  
Phone: 204-239-6333  
Fax: 204-856-2470  
Housing: 204-856-2476  
E-mail: portagefc@portage.net  
Website: www.mac.mb.ca/  
portage/

### **Selkirk Friendship Centre**

Family Housing  
425 Eveline Street  
Selkirk, MB R1A 2J5  
Phone: 204-482-8656  
Website: www.mac.mb.ca/  
selkirk/

### **Tyro Housing**

207 Morris Ave  
Selkirk, MB R1A 1A9  
Phone: 204-482-7525  
Fax: 204-785-8124  
E-mail: sfc@mts.net  
Website: www.mac.mb.ca/  
Selkirk/

### **Swan River Friendship Centre**

Family Housing  
P.O. Box 144  
1413 Main Street  
Swan River, MB R0L 1Z0  
Phone: 204-734-9301  
Fax: 204-734-3090  
E-mail: srfc@mb.sympatico.ca  
Website: www.mac.mb.ca/  
swanriver

## **Emergency Housing in Northern Manitoba**

### **Ma-Mow-We-Tak Friendship Centre Inc.**

The centre provides emergency housing for Aboriginal women and their children.

### **Ma-Mow-We-Tak Friendship Centre Inc.**

122 Hemlock Crescent  
Thompson, MB R8N 0R6  
Phone: 204-677-0950  
After hours: 204-778-8903  
Fax: 204-677-0970  
Website: www.mamowwetak.mb.ca



**LEGAL****Aboriginal Court Worker Program**

The Aboriginal Court Worker Program provides assistance to Aboriginal people who are involved in the court process and need guidance in developing a better understanding of the criminal justice system and the judicial process. Services are provided in Winnipeg and throughout the province.

**Aboriginal Court Worker Program**

3rd Floor-408 York Avenue  
Winnipeg, MB R3C 0P9  
Phone: 204-945-3909  
Fax: 204-945-7218

**SUPPORTS FOR FAMILY****First Nations and Métis Child and Family Service Agencies in Manitoba****All Nations Coordinated Response (ANCR) Network**

ANCR Network  
835 Portage Avenue  
Winnipeg, MB R3G 0N6  
Phone: 204-944-4200  
Toll free: 1-866-345-9241  
Fax: 204-944-4250

**ANCR – After-Hours Unit**

Phone: 204-944-4050 (Emergency Calls Only)  
Province-wide after hours toll free: 1-866-345-9241  
(Automatic Call Routing)

**Métis Child, Family and Community Services****Métis Child, Family and Community Services**

1261 Main Street  
Winnipeg, MB R2W 5G9  
Phone: 204-697-1118  
Fax: 204-927-6920  
Toll free: 1-800-821-8793



## **ABORIGINAL SERVICES**

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### **Northern First Nations Child and Family Services Authority**

#### **Northern First Nations Child and Family Services Authority**

206-819 Sargent Avenue  
Winnipeg, MB R3E 0B9  
Phone: 204-942-1842  
Toll free: 1-866-512-1842  
Fax: 204-942-1858

### **Northern First Nations Child And Family Services Agencies**

#### **Awasis Agency of Northern Manitoba**

100-701 Thompson Drive  
Thompson, MB R8N 2A2  
Phone: 204-677-1500  
Fax: 204-778-8428

#### **Sub-Office:**

201-274 Smith St  
Winnipeg, MB R3K 1K1  
Phone: 204-987-9480  
Fax: 204-987-9489

#### **Cree Nation Child and Family Services**

Opaskwayak Cree Nation  
Otineka Mall, Box 10130  
The Pas, MB R0B 2J0  
Phone: 204-627-7240  
Toll free: 1-877-627-7240  
Fax: 204-627-7259

#### **Island Lake First Nations Family Services**

Garden Hill, MB R0B 0T0  
Phone: 204-456-2015  
Fax: 204-456-2641  
Toll free: 1-888-242-0605

#### **Kinosao Sipi Minisowin Agency**

P.O. Box 640  
Norway House, MB R0B 1B0  
Phone: 204-359-4551  
Fax: 204-359-6013

#### **Nisichawayasihk Cree Nation Family and Community Services**

Box 451  
14 Bay Road  
Nisichawayasihk, MB R0B 1A0  
Phone: 204-484-2330  
Fax: 204-484-2391

**Southern First Nations Child and Family Services Authority****Southern First Nations Child and Family Services Authority**

100-696 Portage Av  
Winnipeg, MB R3G 0M6  
Phone: 204-783-9190  
Toll free: 1-800-665-5762  
Fax: 204-783-7996  
E-mail: [eflette@southernauthority.org](mailto:eflette@southernauthority.org)  
Website: [www.southernauthority.org](http://www.southernauthority.org)

**Southern First Nations Child And Family Services Agencies****Animikil Ozoson Child and Family Services**

301-352 Donald Street  
Winnipeg, MB R3B 2H8  
Phone: 204-944-0040  
1-877-300-5111  
Fax: 204-944-0500

**Anishinaabe Child and Family Services**

Fairford First Nation  
General Delivery  
Fairford, MB R0C 0X0  
Phone: 204-659-4546  
Fax: 204-659-5877

**Dakota Ojibway Child and Family Services**

702 Douglas Street  
Brandon, MB R7A 7B2  
Phone: 204-729-3650 or  
204-729-3651  
Toll free: 1-877-508-8289  
Fax: 204-728-1806

**Intertribal Child and Family Services**

Fisher River First Nation Office  
P.O. Box 358  
Koostatak, MB R0C 1S0  
Phone: 204-645-2744  
Toll free: 1-866-573-4461  
Fax: 204-645-3065

**Peguis Child and Family Services**

Main Office  
P.O. Box 10  
Peguis, MB R0C 3J0  
Phone: 204-645-2101  
Toll free: 1-877-777-2049  
Fax: 204-645-2558

**Sagkeeng Child and Family Services**

P.O. Box 700  
Pine Falls, MB R0E 1M0  
204-367-2215  
Phone: 204-367-2215  
Toll free: 1-877-367-4020  
Fax: 204-367-8510

## **ABORIGINAL SERVICES**

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### **Sandy Bay Child and Family Services**

P.O. Box 105  
Marius, MB R0H 0T0  
Phone: 204-843-2687  
Toll free: 1-866-236-6968  
Fax: 204-843-2696

### **Southeast Child and Family Services**

4th floor 360 Broadway  
Winnipeg, MB R3C 0T6  
Phone: 204-947-0011  
Fax: 204-947-0009

### **West Region Child and Family Services**

Rolling River First Nation  
P.O. Box 280  
Erickson, MB R0J 0P0  
Phone: 204-636-6100  
Toll free: 1-866-636-6100  
Fax: 204-638-4620

### **Aboriginal Centre of Winnipeg Inc. (ACWI)**

This non-profit corporation is a centre for Aboriginal enterprise and numerous Aboriginal service providers.

#### **Aboriginal Centre of Winnipeg Inc. (ACWI)**

103-181 Higgins Avenue  
Winnipeg, MB R3B 3G1  
Phone: 204-989-6395  
Fax: 204-989-7137  
E-mail: [info@abcentre.org](mailto:info@abcentre.org)  
Website: [www.abcentre.org](http://www.abcentre.org)

### **Aboriginal Council of Winnipeg**

The work of the council is to address the needs of the Aboriginal community in Winnipeg and to include all aspects of living in an urban environment. The Aboriginal Council is inclusive, regardless of status.

#### **Aboriginal Council of Winnipeg**

112-118 Higgins Avenue  
Winnipeg, MB R3B 3G1  
Phone: 204-989-6380  
Fax: 204-942-5795  
E-mail: [infoweb@abcouncil.org](mailto:infoweb@abcouncil.org)  
Website: [www.abcouncil.org](http://www.abcouncil.org)

**Aboriginal HEAD START Program**

The Aboriginal Head Start Initiative is a federally funded (the Public Health Agency of Canada) early intervention strategy which addresses the needs of Aboriginal children living in urban centres and in large northern communities.

Little Red Spirit is part of the Head Start Program. It is a community-based Early Childhood Education Program that supports the development of families with Aboriginal children between the ages of two and five years. The program includes the following components: culture and language, social support, health promotion, nutrition, education and parental involvement.

**Aboriginal HEAD START Program**

Little Red Spirit  
185 Young Street  
Winnipeg, MB R3C 1Y8  
Phone: 204-783-8116  
Fax: 204-774-1621

**Empowering Our Little Sisters**

This is a volunteer-based mentorship program by Aboriginal women for Aboriginal girls ages seven to 15. It is primarily designed to encourage girls (particularly from the core area of Winnipeg) to build confidence and self-esteem. There are cultural activities and learning experiences for participants.

**Empowering Our Little Sisters**

2nd floor, 765 Portage Avenue  
Winnipeg, MB R3G 0N2  
Phone: 204-988-9203  
Website: [www.empoweringsisters.com](http://www.empoweringsisters.com)

**Indian Family Centre**

The Indian Family Centre provides programs and services that deal with community spiritual development (such as healing circles), individual and group counselling and a summer volunteer youth work program.

### **Indian Family Centre**

470 Selkirk Avenue  
Winnipeg, MB R2W 2M5  
Phone: 204-586-8393  
Fax: 204-582-3131  
E-mail: indianfamilycentre@shawbiz.ca  
Website: www.indianfamilycentre.com

### **Indian and Métis Friendship Centre of Winnipeg Inc.**

The Indian and Métis Friendship Centre of Winnipeg Inc. (IMFC) currently provides a number of recreational and developmental programs for children and youth. Other programs and services include a solvent abuse prevention program, information and referral, special events, bingo, a food-bank (twice a week), a youth nutrition program and hall rentals.

### **Indian and Métis Friendship Centre of Winnipeg Inc.**

45 Robinson Street  
Winnipeg, MB R2W 5H5  
Phone: 204-586-8441  
Fax: 204-582-8261  
E-mail: friendship.centre@imfc.net  
Website: www.imfc.net

### **Rural and Northern Friendship Centres:**

#### **Brandon Friendship Centre**

836 Lorne Avenue  
Brandon, MB R7A 0T8  
Phone: 204-727-1407  
Fax: 204-726-0902  
E-mail: bfcinc@mts.net  
Website: www.mac.mb.ca/  
brandon/

#### **Dauphin Friendship Centre**

210-1st Avenue Northeast  
Dauphin, MB R7N 1A7  
Phone: 204-638-5707  
Fax: 204-638-4799  
E-mail: dfcexec@mts.net  
Website: www.dauphin  
friendshipcentre.com

**Flin Flon Indian-Métis  
Friendship Association Inc.**

57 Church Street  
Flin Flon, MB R8A 1K8  
Phone: 204-687-3900  
Fax: 204-687-5328  
E-mail: ffimfa@mts.net  
Website: www.mac.mb.ca/  
flinflon

**Lynn Lake Friendship Centre**

P.O. Box 460  
625 Gordon Avenue  
Lynn Lake, MB R0B 0W0  
Phone: 204-356-2407  
Fax: 204-356-8223  
E-mail: llfcinc@mts.net  
Website: www.mac.mb.ca/  
LynnL/

**The Pas Friendship Centre**

P.O. Box 2638  
103 Edwards Avenue  
The Pas, MB R9A 1M3  
Phone: 204-627-7500  
Fax: 204-623-4268  
E-mail: tpfc@mts.net  
Website: www.mac.mb.ca/  
thepas/

**Portage Friendship Centre**

20-3rd Street Northeast  
Portage la Prairie, MB R1N 1N4  
Phone: 204-239-6333  
Fax: 204-856-2470  
E-mail: portagfc@portage.net  
Website: www.mac.mb.ca/  
portage/

**Riverton and District  
Friendship Centre Inc.**

P.O. Box 359  
53 Laura Avenue  
Riverton, MB R0C 2R0  
Phone: 204-378-2800  
Fax: 204-378-5705  
E-mail: rdrc@mts.net  
Website: www.rivertonfc.com

**Selkirk Friendship Centre**

425 Eveline Street  
Selkirk, MB R1A 2J5  
Phone: 204-482-7525  
Fax: 204-785-8124  
E-mail: sfc@mts.net  
Website: www.mac.mb.ca/  
Selkirk/

**Swan River Friendship Centre**

P.O. Box 1448  
1413 Main Street East.  
Swan River, MB R0L 1Z0  
Phone: 204-734-9301  
Fax: 204-734-3090  
E-mail: srfc@mts.net  
Website: www.mac.mb.ca/  
swanriver/

**Ma-Mow-We-Tak Friendship  
Centre Inc.**

122 Hemlock Crescent  
Thompson, MB R8N 0R6  
Phone: 204-677-0950  
Fax: 204-677-0970  
E-mail: reception@  
mamowwetak.mb.ca  
Website: www.mamowwetak.  
mb.ca

## **ABORIGINAL SERVICES**

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### **Ma Mawi Wi Chi Itata Centre**

Ma Mawi Wi Chi Itata Centre provides counselling and support programs which encourage and promote the maintenance and well-being of the family unit. The centre also has emergency shelters and safehomes, which are part of their supportive programs.

#### **Ma Mawi Wi Chi Itata Centre**

94 McGregor Avenue  
Winnipeg, MB R2W 4V5  
Phone: 204-925-0300  
Toll free: 1-888-962-6294  
Fax: 204-946-5042  
E-mail: [info@mamawi.com](mailto:info@mamawi.com)  
Website: [www.mamawi.com](http://www.mamawi.com)

#### **Additional locations:**

318 Anderson Avenue  
Winnipeg, MB R2W 1E5  
Phone: 204-925-0349  
Fax: 204-925-0306

780 Ellice Avenue  
Winnipeg, MB R3G 0B8  
Phone: 204-925-0348  
Fax: 204-925-0308

800 Selkirk Avenue  
Winnipeg, MB R2W 2N8  
Phone: 204-925-0340  
Fax: 204-925-0371

### **Métis Resource Centre**

The Métis Resource Centre provides cultural, educational and social programming for Métis people and others interested in Métis culture and history.



**Métis Resource Centre**

504-63 Albert Street  
Winnipeg, MB R3B 1G4  
Phone: 204-956-7767  
Fax: 204-956-7765  
E-mail: metisrc@mts.net

**Mother of Red Nations (MORN)**

The Mother of Red Nations (MORN) Women's Council of Manitoba promotes and supports the well-being of Aboriginal women and children in Manitoba. A cultural advisor is available for one-on-one teaching sessions, sharing circles, healing circles and traditional teachings. For an appointment, call 942-6676 in Winnipeg. One-hour sessions are offered on Wednesdays and Thursdays from 9:00 a.m. to 12:00 p.m.

**Mother of Red Nations (M.O.R.N.) Women's Council of Manitoba Inc.**

300-141 Bannatyne Avenue  
Winnipeg, MB R3B 0R3  
Phone: 204-942-6676  
Fax: 204-942-7639  
E-mail: morn@morn.ca

**Ndinawe Youth Resource Centre & Safe Home**

Ndinawe provides cultural programs, recreation, education and support. The resource centre offers a range of programs from Aboriginal cultural teachings and food distribution, to volunteer and employment training opportunities. An outreach program provides onsite counselling, support and information along with a community outreach team. Ndinawe also operates a safe home that provides accessible 24-hour shelter and basic necessities for Winnipeg children and youth who are living on the streets and are at risk of abuse and sexual exploitation.

**Ndinawe Youth Resource Centre**

472 Selkirk Avenue  
Winnipeg, MB R2W 2M7  
Phone: 204-589-5545  
Fax: 204-589-5656



## NOTES

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Canadians are becoming increasingly aware of domestic violence in our society. It is estimated that one in every six women experiences some form of abuse at the hands of an intimate partner.

Many women do not realize they are being abused. Abuse can be physical, sexual, emotional and financial. It may consist of a physical beating, being locked out of the home, raging anger directed at the woman or her children, rape and other demeaning sexual practices, constant insults or criticism, humiliation, taking away money, and/or forbidding phone calls and visits to family and friends.

An abused woman may feel scared and helpless and not know how to leave the relationship. Abusive partners often make threats on the lives of the victim, family members and friends, or even threaten suicide themselves. Constant abuse also leads to low self-esteem and the feeling that help is not obtainable. However, many agencies and services are available to individuals who are in, or are ready to leave an abusive relationship. Crisis lines, women's resource centres and shelters are located throughout the province. Services include counselling, advocacy and support groups.

Abuse is a crime and victims of abuse are protected by civil and criminal law. An application to the courts for an order of protection can be made. The local police or RCMP detachment can be contacted about criminal charges. The following crisis lines are sources of information on domestic violence.

Province-wide toll free 24-hour crisis line: 1-877-977-0007

Local Winnipeg 24-hour crisis line: 942-3052

Listed below are descriptions of services offered to abused women and their children in Manitoba.

### **SHELTERS**

Ten women's shelters provide emergency accommodations and supportive counselling to women and their children who are victims of violence. The addresses of these shelters are confidential for personal safety. No money is required to go to a shelter. Most shelters are accessible to persons with disabilities. None of the shelters take pets, but will work with the local humane society when a woman must come into shelter.

#### **In Winnipeg:**

##### **Osborne House**

24-hour local crisis line:  
204-942-3052  
Toll free crisis line:  
1-877-977-0007  
TTY: 204-942-5209  
Fax: 204-956-1412  
Website: [osbornehouse.shelternet.ca](http://osbornehouse.shelternet.ca)

##### **Ikwe Widdjittwin Inc.**

Phone: 204-987-2780  
24-hour toll free line:  
1-800-362-3344  
Fax: 204-987-2826  
Website: [ikwe.shelternet.ca](http://ikwe.shelternet.ca)

#### **Rural Shelters:**

Call toll free 1-877-977-0007 to access any of the following:

##### **Agape House – Eastman Crisis Centre**

Steinbach  
Local crisis line:  
204-346-0028  
Fax: 204-326-2359  
Website: [agapehouse.shelternet.ca](http://agapehouse.shelternet.ca)

##### **Aurora House – The Pas Committee for Women in Crisis**

The Pas  
Local crisis line:  
204-623-5497  
Fax: 204-623-3901  
Website: [aurorahouse.shelternet.ca](http://aurorahouse.shelternet.ca)

##### **Genesis House – South Central Committee on Family Violence**

Winkler  
Local crisis line:  
204-325-9800  
Fax: 204-325-5889  
Website: [genesishouse.shelternet.ca](http://genesishouse.shelternet.ca)

##### **Nova House Inc.**

Selkirk  
Local crisis line:  
204-482-1200  
Fax: 204-482-8483  
Website: [novahouse.shelternet.ca](http://novahouse.shelternet.ca)

**Parkland Crisis Centre**

Dauphin

Local crisis line:

204-638-9484

Fax: 204-622-4625

Website: parklandcrisis.  
shelternet.ca**Thompson Crisis Centre**

Thompson

Local crisis line:

204-778-7273

Fax: 204-677-9042

Website:  
thompson.shelternet.ca**Portage Family Abuse  
Prevention Centre**

Portage la Prairie

Local crisis line:

204-239-5233

Fax: 204-239-6710

Website: portageshelter.  
shelternet.ca**YWCA Westman Women's  
Shelter**

Brandon

Local crisis line:

204-727-3644

Fax: 204-726-1793

Website:  
westman.shelternet.ca**Shelters on Reserves**

Please refer to the Aboriginal Services &gt; Abuse section.

**WOMEN'S RESOURCE CENTRES**

Women's resource centres provide information and referral for women who are abused by their partners. They also provide counselling, support groups, education programs and community development activities.

**Fort Garry Women's  
Resource Centre**

Winnipeg

Phone: 204-477-1123

E-mail: info@fgwrc.ca

Website: www.fgwrc.ca

**Pluri-elles Centre des  
Femmes**

Winnipeg

Phone: 204-233-1735

E-mail: plurielles@shaw.ca

Website: www.pluri-elles.  
mb.ca**North End Women's  
Resource Centre Inc.**

Winnipeg

Phone: 204-589-7347

E-mail: newc@mts.net

Website: www.newcinc.org

## **ABUSE**

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### **Interlake Women's Resource Centre**

Gimli  
Phone: 204-642-8264  
24-hour toll free crisis line:  
1-877-977-0007  
E-mail: iwrc@mts.net  
Website:  
www.interlakewomen.ca

### **Lakeshore Women's Resource Centre**

Ashern  
Phone: 204-768-3016  
24-hour toll free crisis line:  
1-877-977-0007

### **Snow Lake Family Resource Centre**

Snow Lake  
Phone: 204-358-7141  
Fax: 204-358-7771  
E-mail: frc@gillamnet.com  
Website:  
www.snowlakefrc.ca

### **Swan Valley Crisis Centre**

Swan River  
Phone: 204-734-9368

### **The Women's Resource Centre**

Brandon  
Phone: 204-726-8632  
Toll free: 1-866-255-4432  
Counselling: 204-571-0311  
Website: www.thewomens  
centrebrandon.com

### **Women's Safe Haven/Resource Service**

Flin Flon  
Phone: 204-681-3105

## **RESIDENTIAL SECOND-STAGE HOUSING PROGRAMS**

Residential Second-Stage Housing Programs offer protective, affordable, long-term housing and services for women who have left an abusive relationship, but still require extensive support. These programs provide comprehensive emotional and practical support, including individual and group counselling, parenting support and information.

### **Alpha House Project Inc.**

Winnipeg  
Phone: 204-982-2011

### **L'Entre-temps des Franco-Manitobaines, Inc.**

Winnipeg  
Phone: 204-925-2550  
Toll free: 1-800-668-3836

**Samaritan House  
Ministries**

Brandon

Phone: 204-726-0758

**Women in Second-Stage  
Housing (W.I.S.H.)**

Winnipeg

Phone: 204-275-2600

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**OTHER ABUSE-RELATED RESOURCES****Immigrant Women's Counselling Services**

Immigrant Women's Counselling Services offers information and referral to individual and group counselling for immigrant women facing domestic violence, trauma from their country of origin and other crises. Support is also provided for adapting to Canadian life and other life transitions. They provide a volunteer interpreter program and public education forums, workshops and seminars regarding immigrant women, domestic violence, immigration, law, social and cultural issues; community outreach and drop-in accessibility.

**Immigrant Women's Counselling Services**

200-323 Portage Avenue

Winnipeg, MB R3B 2C1

Phone: 204-940-2172

Fax: 204-940-1971

**The Laurel Centre**

The centre provides individual and group counselling to women who have experienced childhood or adolescent sexual abuse and want to resolve the long-term effects which may include addiction problems.

**The Laurel Centre**

104 Roslyn Road

Winnipeg, MB R3L 0G6

Phone: 204-783-5460

Fax: 204-774-2912

### **Ma Mawi Wi Chi Itata Centre**

Ma Mawi Wi Chi Itata Centre provides support programs which encourage and promote the maintenance and well-being of the family unit. The centre also has emergency shelters and safe homes, which are part of their supportive programs.

#### **Ma Mawi Wi Chi Itata Family Violence Counselling Program**

Phone: 204-925-0300

Toll free: 1-888-962-6294

### **Native Women's Transition Centre**

The Native Women's Transition Centre is a community-based facility that provides support and services to Aboriginal women and their children. The programs and services help strengthen and support Aboriginal women who have experienced victimization and help them become self-sufficient.

105 Aikens Street

Winnipeg, MB R2W 4E6

Phone: 204-989-8240

Fax: 204-586-1101

E-mail: [nwtc@mts.net](mailto:nwtc@mts.net)

Website: [www.nativewomens.mb.ca](http://www.nativewomens.mb.ca)

### **Family Violence Counselling Centre – Nor'West Co-op Community Health Centre**

The centre provides individual and group counselling to women struggling with family violence issues. Youth/children's therapy is available for the children of women involved with this program, who have witnessed or experienced family violence.

#### **Nor'West Co-op Community Health Centre**

103-61 Tyndall Avenue

Winnipeg, MB R2X 2T4

Phone: 204-940-2080

Fax: 204-632-4666



**A Woman's Place**

A Woman's Place provides free legal services for women abused by intimate partners, as well as practical support for women needing access services. Onsite services include lawyers and paralegals. Support workers provide information on community resource options (ex: housing alternatives, parenting issues, social assistance, employment training) and link women with resources. Youth/children's therapy is available for the children of women involved with this program who have witnessed or experienced family violence.

**A Woman's Place**

200-323 Portage Avenue  
Winnipeg, MB R3B 2C1  
Phone: 204-940-6624  
Fax: 204-940-1971  
E-mail: iwcs@mts.net

**Canadian Red Cross RespectED: Violence and Abuse Prevention**

Through the delivery of interactive workshops, RespectED strives to address the issues of abuse, harassment, neglect and interpersonal violence with youth and with adults who have a vested interest in youth.

**Winnipeg/NE Manitoba Office**

Canadian Red Cross House  
1111 Portage Avenue  
Winnipeg, MB R3G 0S8  
Phone: 204-982-7330  
Toll free: 1-866-685-4250  
Fax: 204-942-8367  
Website: [www.redcross.ca](http://www.redcross.ca)

**Western Manitoba Office**

Unit #3 613-10th Street  
Brandon, MB R7A 4G6  
Phone: 204-729-4970  
Fax: 204-727-0349



### **Compensation for Victims of Crime**

This program administers *The Compensation for Victims of Crime Act* on behalf of Manitoba Justice. It has a provincial mandate to provide financial compensation to injured victims of crime, surviving family members of a person killed due to a crime and individuals injured while preventing the commission of a crime.

Compensation includes wage loss, medical aid expenses such as ambulance, dental, medication, clothing and counselling costs. The program also provides rehabilitation services to victims who are unable to continue working due to their injuries.

#### **Compensation for Victims of Crime**

1410-405 Broadway Avenue  
Winnipeg, MB R3C 3L6  
Phone: 204-945-0899  
Toll free: 1-800-262-9344  
Fax: 204-948-3071

### **Evolve (KLINIC)**

Evolve is a counselling resource centre specializing in the area of domestic abuse. It offers group counselling separately to the victims and perpetrators of domestic abuse. Evolve also provides community education and training regarding domestic abuse.

#### **Evolve (KLINIC)**

870 Portage Avenue  
Winnipeg, MB R3G 0P1  
Phone: 204-784-4070  
Fax: 204-772-7998  
E-mail: [evolve@clinic.mb.ca](mailto:evolve@clinic.mb.ca)  
Website: [www.klinic.mb.ca/counsel-domestic.htm](http://www.klinic.mb.ca/counsel-domestic.htm)

#### **Intake Counsellor & Drop-In Counselling**

545 Broadway Avenue  
Winnipeg, MB R3C 0W3  
Phone: 204-784-4208  
Drop-in counselling: 204-784-4067 (call for schedule)

**Men's Resource Centre**

This centre provides support for men dealing with parenting, childhood abuse, relationship loss and other issues. Services include individual and group counselling, a drop-in, community outreach, workshops and peer mentoring.

**Elizabeth Hill Counselling Centre**

Men's Resource Centre  
301-321 McDermot Avenue  
Winnipeg, MB R3A 0A3  
Phone: 204-956-6560  
Intake line: 204-956-9528  
Toll free: 1-866-672-3422  
Fax: 204-943-4073

**Wahbung Abinoonjilag**

(See Outreach Program in Aboriginal Services.)

225 Dufferin Avenue  
Winnipeg, MB R2W 5N7  
Phone: 204-925-4610  
Fax: 204-582-9508  
E-mail: [reception@wahbung.org](mailto:reception@wahbung.org)

**Note:** Other culturally appropriate, or issue-specific, services may be found in the Support For Families section of this document.

**VICTIM SERVICES – DOMESTIC VIOLENCE UNIT (FORMERLY WOMEN'S ADVOCACY PROGRAM) - MANITOBA JUSTICE**

**Domestic Violence Support Services** – The primary focus of this program is to provide support, assistance and information to victims of domestic violence. The program provides legal and resource information. It also advises individuals of their options, rights and responsibilities as a victim of crime. The Victim Services – Domestic Violence Unit has offices in Winnipeg, Brandon, Selkirk, The Pas, Dauphin, Thompson, Morris, Lac du Bonnet and Portage la Prairie and also serves many remote Manitoba communities.

Any of these offices can be reached by calling the toll free number at 1-866-484-2846. In Winnipeg, call 204-945-6851.

**The Domestic Violence Intervention Unit** offers support to families who receive police services for domestic violence incidents that occur in Winnipeg, but that do not result in charges or arrests. Specially trained workers help people at risk of abuse in relationships to stop the cycle of violence. They provide access to emotional supports, referrals for counselling, information about protection orders, details on how to create a protection plan for safety, as well as many other services. Please call 204-945-5448 in Winnipeg.

### **RESOURCES FOR SEXUALLY ABUSED/EXPLOITED WOMEN AND YOUTH**

#### **Beyond Borders**

This is an advocacy agency that is involved in legislative issues relating to the commercial sexual exploitation of children and child pornography at the local, national and international levels. They offer public presentations and volunteer opportunities.

##### **Beyond Borders**

387 Broadway Avenue  
Winnipeg, MB R3C 0V5  
Phone: 204-284-6862  
Fax: 204-452-1333  
Website: [www.beyondborders.org](http://www.beyondborders.org)

#### **The Canadian Centre for Child Protection (formerly Child Find Manitoba)**

This organization assists in finding missing or exploited children. They also provide education on child personal safety, raise awareness and advocate on issues relating to missing or exploited children. Through [www.CyberTip.ca](http://www.CyberTip.ca) they work with law enforcement and in cases dealing with the online sexual exploitation of children.

##### **Canadian Centre for Child Protection**

615 Academy Road  
Winnipeg, MB R3N 0E7  
Phone: 204-945-5735  
Toll free: 1-800-532-9135  
E-mail: [contact@protectchildren.ca](mailto:contact@protectchildren.ca)  
Website: [www.protectchildren.ca](http://www.protectchildren.ca)

**Dream Catchers**

This program is run out of KLINIC Community Health Centre in Winnipeg. There are two groups for sexually exploited youth and provide peer training and mentorship opportunities for adults in the sex trade who also have substance abuse and/or domestic violence issues.

**Dream Catchers**

KLINIC Community Health Centre  
870 Portage Avenue  
Winnipeg, MB R3G 0P1  
Phone: 204-784-4090  
Intake: 204-784-4042  
Website: [www.klinic.mb.ca](http://www.klinic.mb.ca)

**Families Affected by Sexual Assault – New Directions for Children, Youth and Families**

This program provides counselling, support, education and advocacy to families with children who have experienced sexual assault.

**New Directions for Children, Youth and Families**

400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca)

**Honouring the Spirit of Our Little Sisters: Safe Transition Home**

This home is for female and transgender youth, ages 13 to 17, who are at-risk or currently experiencing sexual exploitation. They offer programs in areas such as life skills, employment, education and mentoring. The programming is voluntary and short-term emergency shelter may be arranged, depending on availability.

**Honouring the Spirit of Our Little Sisters**

Ma Mawi Wi Chi Itata  
Winnipeg, MB  
Phone: 204-925-1778  
Website: [www.mamawi.com](http://www.mamawi.com)

### **Marymound Treatment Program for Sexually Exploited Youth**

Acceptance into this program depends on a referral from child welfare only. This facility serves six girls, ages 14 to 17, who have been sexually abused or exploited. There is also a facility for boys who have been sexually abused, exploited or are at-risk of being exploited.

#### **Marymound Treatment Program for Sexually Exploited Youth**

442 Scotia Street  
Winnipeg, MB R2V 1X4  
Phone: 204-885-3310  
E-mail: [info@marymound.com](mailto:info@marymound.com)  
Website: [www.marymound.com](http://www.marymound.com)

### **Sage House**

Sage House, a health, outreach and resource service, offers women a welcoming, safe environment, meals, laundry and baths, free condoms, needles, health education and medical care onsite during drop-in hours.

422 Dufferin Avenue  
Winnipeg, MB R2W 2Y5  
Phone: 204-943-6379  
E-mail: [sagehous@mts.net](mailto:sagehous@mts.net)

**Transition, Education and Resources for Females (TERF) Program**

This program helps women and youth who are at risk or have been exploited in the sex trade. The TERF Youth Program supports female and transgender youth, ages 13 to 18, who have been exploited through the sex trade. The TERF Adult Program is for women and transgender individuals 18 years and over who have been involved in the sex trade. The TERF Mentor Program is for urban Aboriginal children, ages 8 to 17, who have been sexually exploited or who are at high risk of being exploited in the sex trade.

**Transition, Education and Resources for Females**

New Directions for Children, Youth and Families

400-491 Portage Avenue

Winnipeg, MB R3B 2E4

Phone: 204-786-7051 ext. 311

E-mail: [terf@newdirections.mb.ca](mailto:terf@newdirections.mb.ca)

Website: [www.newdirections.mb.ca/terf/index.html](http://www.newdirections.mb.ca/terf/index.html)

## NOTES

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The Manitoba Child Care Program publishes ***A Parent's Guide to Quality Child Care***. This guide provides a detailed look at child care options in Manitoba and is available free from any Child Care office listed in this chapter; or by calling the Child Care Information Line at 945-0776 in Winnipeg; or toll free at 1-888-213-4754.

When choosing a child care program, there are a number of things to consider. It is important to ask about the availability of space in a licensed child care program. Other considerations may be eligibility for subsidized child care space or availability of space for children with special needs. It is a good idea to visit a suitable child care centre and/or family day care home to find out about location, size and staff.

In Manitoba there are two major types of child care available — child care centres and child care homes.

## **MANITOBA CHILD CARE PROGRAM OFFICES**

### **In Winnipeg:**

#### **Manitoba Child Care Program**

219-114 Garry Street  
Winnipeg, MB R3C 4V6

#### **Child Care Information Services**

Phone: 204-945-0776  
Fax: 204-948-2625  
Toll-free: 1-888-213-4754

#### **Subsidy Information Services**

102-114 Garry Street  
Winnipeg, MB R3C 1G1  
Phone: 204-945-0286  
Fax: 204-948-2143  
Toll free: 1-877-587-6224



### **Rural and northern:**

#### **Central Region**

25 Tupper Street North  
Portage la Prairie, MB R1N 3K1  
Phone: 204-239-3121  
Toll free: 1-888-310-0568  
Fax: 204-239-3148

#### **Eastman Region**

Bilingual Service Centre  
Box 209  
467 rue Sabourin  
St. Pierre-Jolys, MB R0A 1V0  
Phone: 204-433-2576  
Fax: 204-433-3022

20-1st Street South  
Beausejour, MB R0E 0C0  
Phone: 204-268-6160  
Toll free: 1-866-576-8546  
Fax: 204-268-6222

#### **Norman Region**

P.O. Box 2550  
3rd St & Ross Ave  
The Pas, MB R9A 1M4  
Phone: 204-627-8208  
Toll free: 1-866-443-2292  
Fax: 204-627-8265

102-143 Main St  
Flin Flon MB R8A 1K2  
Phone: 204-687-1723  
Toll free: 1-800-443-2291  
Fax: 204-687-1708

#### **Interlake Region**

Selkirk Mental Health Centre  
3rd Floor, Administration  
Building  
P.O. Box 9600  
825 Manitoba Avenue  
Selkirk, MB R1A 2B5  
Phone: 204-785-5107  
Fax: 204-785-4882

#### **Parklands Region**

3rd Floor, Dauphin Provincial  
Building  
27-2nd Avenue Southwest  
Dauphin, MB R7N 3E5  
Phone: 204-622-2344  
Toll free: 1-866-355-3494  
Fax: 204-638-3278

#### **South/Central Region**

63 Stephen Street  
Morden, MB R6M 1Z6  
Phone: 204-822-2868  
Toll free: 1-888-310-0568  
Fax: 204-822-2879

#### **Thompson Region**

P.O. Box 5  
59 Elizabeth Drive  
Thompson, MB R8N 1X4  
Phone: 204-677-7275  
Toll free: 1-866-677-6713  
Fax: 204-677-6517

### **Westman Region**

Brandon Provincial Building  
340-9th Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6336  
Toll free: 1-800-230-1885  
Fax: 204-726-6539

### **SUBSIDIES**

To qualify for child care subsidies, parents must show a need for child care and family income must be below a certain amount. Parents who are unemployed and looking for work may be eligible for subsidized care for eight weeks out of every six months. Students may also be eligible for a subsidy.

#### **Subsidy Information Services**

Phone: 204-945-0286  
Fax: 204-948-2143  
Toll free: 1-877-587-6224

The Subsidy Eligibility Estimator is accessible on the provincial government child care website ([www.manitoba.ca/childcare](http://www.manitoba.ca/childcare)). This will estimate your family contribution and the amount of subsidy for a four-week period. Applications are available online at the same website. Subsidy application forms are also available from the Child Care Program or most licensed facilities. Completed forms should be submitted to the Child Care Program.

The Child Care Program can provide a list of subsidized child care facilities and offers the pamphlet ***Child Care Subsidy Program Provides Assistance for Child Care Fees***.

## CHILD CARE

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### Appeals

Under *The Community Child Care Standards Act*, an appeal may be filed if an applicant for child care subsidy disagrees with either the amount of a subsidy assessed or the decision of the Child Care Program not to grant subsidy. An appeal must be submitted in writing **within 15 days** of receipt of a subsidy decision to:

#### **Social Services Appeal Board**

7th Floor, 175 Hargrave Street

Winnipeg, MB R3C 3R8

Phone: 204-945-3003 or 204-945-3005

Toll free: 1-800-282-8069

TTY: 204-948-2037

Fax: 204-945-1736

Website: [www.gov.mb.ca/fs/ssab/](http://www.gov.mb.ca/fs/ssab/)

## TYPES OF CHILD CARE CENTRES

### **Full-Time Preschool**

- for children three months to six years of age
- meeting the needs of parents requiring full-time child care
- general hours range from 7:00 a.m. to 6:00 p.m., with some evening, overnight or weekend care

### **Part-Time or Nursery School**

- for children under six years of age
- for parents who may or may not work outside the home, but still want an enriching experience for their children
- operates less than four hours per day, typically two to five days per week

### **School Age**

- for children six to 12 years of age
- care for children while they are not in school, whether it is before or after school, at lunch, teacher inservice days, seasonal vacations and early dismissal days

**TYPES OF CHILD CARE HOMES****Family Day Care**

- in a family dwelling
- maximum of eight children, with no more than five children under the age of six, and no more than three under the age of two
- caregiver's own children (under the age of 12) are included in this number

**Group Day Care Home**

- operated by two caregivers in one of their homes
- a licensed group day care home can accommodate up to 12 children under the age of 12, but no more than three children may be under the age of two

**Private Home Day Care (Not Licensed)**

- may operate in a family dwelling without a licence for up to four children under the age of 12, with no more than two under the age of two (including provider's own children under the age of 12)

**Note:** Parents have the right to ask an unlicensed care giver for both a Criminal Record Check and a Child Abuse Registry check.

**OTHER OPTIONS FOR CHILD CARE****In-Home Care**

Parents may consider hiring a caregiver to come into their homes. In addition to reading the classified section of local newspapers, the student counselling department at local universities or colleges may have a list of potential caregivers. Hiring a live-in nanny is another option. However, the following must be considered: many nannies or babysitters have no formal training; there is no one to assure the provision of quality child care and they need to have a replacement in case the care provider is ill.

As a safety precaution, the caregiver or nanny can be asked for a Criminal Record Check and Child Abuse Registry Check. The

## CHILD CARE

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Manitoba Child Abuse Registry offers free service to determine whether an individual is listed on the registry, if written consent has been provided. Authorization is provided to the applicant, once the check is complete. More information on criminal record checks is available from your local police station or RCMP detachments. The Manitoba Child Abuse Registry can be contacted at:

### **Manitoba Child Abuse Registry**

201-114 Garry Street

Winnipeg, MB R3C 4V5

Phone: 204-945-6967

Toll free: 1-800-282-8069

Fax: 204-948-2222

Website: [www.gov.mb.ca/fs/childfam/child\\_abuse\\_registry](http://www.gov.mb.ca/fs/childfam/child_abuse_registry)

### **Emergencies**

It is important that children over the age of 12 be aware of what to do in an emergency and how to respond to telephone calls. You can contact a family resource centre to see if it offers courses on survival skills for latch-key or home alone children.

**Note:** According to Manitoba law, children under the age of 12 are not to remain at home alone.

Safety Services Manitoba offers babysitting courses or can provide instructors to interested groups. Groups can buy the council's ***Babysitter Training Student Manual*** and use it to teach the course themselves, (ex: community clubs, church groups). Babysitting skill courses are also run by some school divisions and resource centres.

### **Safety Services Manitoba (formerly Manitoba Safety Council)**

3-1680 Notre Dame Avenue

Winnipeg, MB R3H 1H6

Phone: 204-949-1085

Fax: 204-956-2897

E-mail: [info@mbsafety.org](mailto:info@mbsafety.org)

Website: [www.safetyservicesmanitoba.ca](http://www.safetyservicesmanitoba.ca)

**SPECIAL NEEDS CHILDREN**

Many child care centres and family child care homes can accommodate children with disabilities or special health needs. Some employ an early childhood educator who has been trained in special needs or an extra child care assistant to help meet the special needs of children.

The provincial government supports the child care needs of children with disabilities. It offers program and administrative direction to eligible child care facilities and homes to support the attendance and participation of children with disabilities.

**Disability Programs and Employment and Income Assistance Division**

305-114 Garry Street  
Winnipeg, MB R3C 4V7  
Phone: 204-945-5870  
E-mail: dpeia@gov.mb.ca

Child care centres and the Child Care Program can provide information on facilities offering special needs placement. The Society for Manitobans with Disabilities and the Child Development Clinic and other referring agencies may be able to recommend a suitable child care program.

The Family Centre of Winnipeg has a special needs family child care program for children up to the age of 12. It is covered by subsidy and provides family support workers. For more information, call 204-947-1401 in Winnipeg.

**SPECIAL SOCIAL NEEDS SUBSIDY**

A child care subsidy may be available for special social needs based on a referral from a public health nurse, doctor or psychologist involved with the family. Special social needs could involve: recovery from an illness or operation, social or emotional difficulties, problems with alcohol or drugs, behaviour problems in children, child socialization, intellectual or language skills or the need to be around other children.

## CHILD CARE

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### WHEN A CHILD IS SICK

One of the biggest concerns single parents face is the illness of a child. Child care centres and family child care homes ask that sick children remain at home to protect the health of other children. Registration at a child care facility includes the name of a person to contact in an emergency. This person should be available to care for a sick child. If there is no neighbour, friend or family member available to care for a sick child, and taking time off work or school is not possible, one option available to single parents is to advertise (in advance), in the local paper for a babysitter for emergencies.

### OTHER CHILD CARE INFORMATION

#### **Manitoba Child Care Association**

The Manitoba Child Care Association has a resource booklet called ***Choosing with Care***. It includes checklists of what to look for and questions to ask when choosing a child care centre or home. They also have copies of the Manitoba Day Care Branch booklet, ***A Parent's Guide to Quality Child Care***.

The association can provide speakers for community groups on issues such as choosing with care and child care as a career.

#### **Manitoba Child Care Association, Inc.**

2nd Floor, 2350 McPhillips Street  
Winnipeg, MB R2V 4J6  
Phone: 204-586-8587  
Toll free: 1-888-323-4676  
Fax: 204-589-5613  
E-mail: [info@mccahouse.org](mailto:info@mccahouse.org)  
Website: [www.mccahouse.org](http://www.mccahouse.org)



Disabilities can affect mobility and agility, as well as sight, hearing and speech. Single parenting is more complicated if the parent or the child is disabled. Following is a list of resources available to individuals with disabilities. In rural Manitoba, local services or chapters of the listed resources may be obtained from the town hall, or directly from the organizations listed below

**DEAF ACCESS LINES**

Manitoba Government Inquiry Service	TTY 204-945-4796
Manitoba Telecommunications Device for the Hearing and Speech Impaired	TTY 204-945-4796
Manitoba Civil Service Commission	TTY 204-945-1437
Employment Counselling and Support Services	TTY 204-945-2330
Manitoba Education, Program and Student Services Branch	TTY 204-945-7912
Manitoba Family Services and Consumer Affairs, Child Care	TTY 204-945-3724
Manitoba Health Services Commission	TTY 204-774-8618
Manitoba Human Rights Commission	TTY 204-945-3442
Manitoba School for the Deaf	TTY 204-945-8934
Manitoba Telecom Services (MTS)	204-942-4942
• Repair service	TTY 204-942-4951
• Toll free	TTY-711 ask for 1-800-542-8703
Red River College	TTY 204-632-3758
Society for Manitobans with Disabilities (SMD)	TTY 204-784-3713
E-Quality Communication Centre of Excellence (ECCOE)	TTY 204-452-0687
Manitoba Hydro	TTY 204-488-5021
Royal Bank Information	Toll free: TTY 1-800-661-1275



## **DISABILITIES**

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### **GOVERNMENT OF MANITOBA – DEPARTMENT OF FAMILY SERVICES AND CONSUMER AFFAIRS, DISABILITY PROGRAMS AND EMPLOYMENT INCOME ASSISTANCE DIVISION**

Manitoba Family Services and Consumer Affairs (FSCA) delivers services through regional district offices across the province.

Details about the following programs are available on the Persons with Disabilities Channel website: [www.gov.mb.ca/fs/pwd/index.html](http://www.gov.mb.ca/fs/pwd/index.html).

If there is no address listed, call the central intake line at 204-945-1335 in Winnipeg to find the FSCA office nearest to you.

Children in Care with Disabilities provides services to strengthen and support families of children in care with disabilities.

#### **Disability Programs and Employment Income Assistance Division**

Government of Manitoba  
305-114 Garry Street  
Winnipeg, MB R3C 4V7  
Phone: 204-945-5870  
E-mail: [spd@gov.mb.ca](mailto:spd@gov.mb.ca)

Income Assistance for Persons with Disabilities provides financial supports for low-income adults living with a disability.

Residential Care Licensing handles requirements for residential service providers for adults with a mental disability, mental illness and those suffering from infirmities of aging.

The Manitoba Developmental Centre is a residential care facility for adults with a mental disability.

#### **Manitoba Developmental Centre**

3rd Street Northeast  
Portage la Prairie, MB R1A 3C6  
Phone: 204-856-4200  
Toll free: 1-800-473-4603  
Fax: 204-856-4258  
E-mail: [csd@gov.mb.ca](mailto:csd@gov.mb.ca)

Children's Special Services provides support for families to care for children who have physical and/or mental disabilities.

The Child Care Program – Children with Disabilities Program provides support and grants for eligible child care facilities and homes to work with children with disabilities in licensed settings.

### **Disability Programs and Employment Income Assistance Division**

Government of Manitoba  
305-114 Garry Street  
Winnipeg, MB R3C 4V7  
Phone: 204-945-5870  
E-mail: spd@gov.mb.ca

The Home Adaptations for Seniors' Independence program offers financial assistance to low-income seniors to carry out minor home adaptations.

### **Manitoba Housing – Housing Programs**

Main floor-280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: 204-945-5566  
Toll free: 1-866-689-5566  
Fax: 204-948-3035  
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

The Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities provides financial assistance for low-income people with a disability to improve accessibility.

### **Manitoba Housing – Housing Programs**

Main floor-280 Broadway  
Winnipeg, MB R3C 0R8  
Phone: 204-945-5566  
Toll free: 1-866-689-5566  
Fax: 204-948-3035  
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

The Supported Living Program provides supports for individuals with a mental disability to live and work in the community.

## **DISABILITIES**

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The Vocational Rehabilitation Program offers a wide range of vocational training, education and support services for eligible adults with a disability.

### **OTHER RESOURCES**

#### **Alternative Solutions Day Services – New Directions For Children, Youth, Adults and Families, Inc. (Formerly Services For The Multi-Handicapped Day Service)**

This program provides day service support for youth and adults living with developmental disabilities or dual diagnosis.

#### **Alternatives Solutions Day Services**

##### **New Directions For Children, Youth, Adults and Families, Inc.**

400-491 Portage Avenue

Winnipeg, MB R3B 2E4

Phone: 204-786-7051

Fax: 204-774-6468

TTY: 204-774-8541

Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

#### **Blue Line Taxi**

Blue Line Taxi in Winnipeg has two wheelchair accessible taxis. This is only curb-to-curb service; the taxi must be met at the front door of the building.

##### **Blue Line Taxi**

1080 Arlington Street

Winnipeg, MB R3E 2G6

Phone: 204-925-8887

Fax: 204-774-3800

**BRIDGES – New Directions For Children, Youth, Adults and Families, Inc.**

This program provides long term residential care placement to children, youth and adults with mental disabilities. The individuals served may also have medical, mobility, mental health or behavioural issues.

**BRIDGES**

New Directions For Children, Youth, Adults and Families, Inc.  
400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Fax: 204-774-6468  
TTY: 204-774-8541  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

**Canadian Celiac Association (Manitoba Chapter)**

This association provides education and support services for people with celiac disease who must maintain a gluten-free diet.

**Canadian Celiac Association (Manitoba Chapter)**

P.O. Box 2543  
Main Post Office  
Winnipeg, MB R3C 4B3  
Phone: 204-772-6979  
E-mail: [celiac.mb@hotmail.com](mailto:celiac.mb@hotmail.com)  
Website: [www.celiac.mb.ca/](http://www.celiac.mb.ca/)

**Canadian Mental Health Association**

The Canadian Mental Health Association (CMHA) is a non-profit advocacy organization that helps ensure an improved quality of life for people with mental health problems through services, education and social action. CMHA also operates the Eating Disorders Self-Help Program, formerly known as EDAM (the Eating Disorders Association of Manitoba).

**Canadian Mental Health Association, Winnipeg Region**

4 Fort Street, Suite 100  
Winnipeg, MB R3C 1C4  
Phone: 204-953-2350  
Fax: 204-775-3497  
E-mail: [info@cmhamanitoba.ca](mailto:info@cmhamanitoba.ca)  
Website: [www.manitoba.cmha.ca](http://www.manitoba.cmha.ca)

### **Canadian National Institute for the Blind**

The Canadian National Institute for the Blind (CNIB) is a non-profit agency providing rehabilitation services for blind and visually impaired people. Services include advocacy, counselling referrals and support groups. The CNIB has offices in Winnipeg and Brandon, which are responsible for covering all of Manitoba.

#### **CNIB – Winnipeg Office**

1080 Portage Avenue  
Winnipeg, MB R3G 3M3  
Phone: 204-774-5421  
Toll free: 1-800-532-4893  
TTY: 204-775-9802  
Fax: 204-775-5090  
E-mail: [Manitoba@cnib.ca](mailto:Manitoba@cnib.ca)  
Website: [www.cnib.ca](http://www.cnib.ca)

#### **CNIB – Brandon Office**

354 Tenth Street  
Brandon, MB R7A 4G1  
Phone: 204-727-0631  
Fax: 204-727-1139  
E-mail: [Manitoba@cnib.ca](mailto:Manitoba@cnib.ca)

### **Canadian Paraplegic Association (CPA)**

The CPA offers assistance to individuals with spinal cord injuries.

#### **Canadian Paraplegic Association**

Manitoba Division  
825 Sherbrook Street  
Winnipeg, MB R3A 1M5  
Phone: 204-786-4753  
Toll free: 1-800-720-4933  
Fax: 204-786-1140  
E-mail: [Winnipeg@canparaplegic.org](mailto:Winnipeg@canparaplegic.org)  
Website: [www.canparaplegic.org](http://www.canparaplegic.org)

**Cerebral Palsy Association of Manitoba Inc.**

The Cerebral Palsy Association of Manitoba Inc. advocates on behalf of people with cerebral palsy, maintains a resource library, loans equipment to members and organizes support groups for parents.

**Cerebral Palsy Association of Manitoba**

105-500 Portage Avenue  
Winnipeg, MB R3C 3X1  
Phone: 204-982-4842  
Toll free: 1-800-416-6166  
Fax: 204-982-4844  
E-mail: [office@cerebralpalsy.mb.ca](mailto:office@cerebralpalsy.mb.ca)  
Website: [www.cerebralpalsy.mb.ca](http://www.cerebralpalsy.mb.ca)

**The Clubhouse of Winnipeg Inc.**

The Clubhouse of Winnipeg provides programs and support for people with psychiatric disabilities.

**The Clubhouse of Winnipeg Inc.**

172 Sherbrook Street  
Winnipeg, MB R3C 2B6  
Phone: 204-783-9400  
Fax: 204-783-9890

**Council of Canadians with Disabilities**

The Council of Canadians with Disabilities is a non-profit legal organization that advocates for the legal rights of Canadians with disabilities.

**Council of Canadians with Disabilities**

926-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-947-0303  
TTY: 204-943-4757  
Fax: 204-942-4625  
E-mail: [ccd@ccdonline.ca](mailto:ccd@ccdonline.ca)  
Website: [www.ccdonline.ca](http://www.ccdonline.ca)

### **Empowering People in the Community (E.P.C.) – New Directions for Children, Youth, Adults and Families, Inc.**

E.P.C. provides individual supports to people in supervised, peer-appropriate placements to promote community inclusion. They also provide special supports to individuals who live with their families to promote and enhance the stability within the family home.

#### **Empowering People in the Community**

New Directions For Children, Youth, Adults and Families, Inc.  
400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Fax: 204-774-6468  
TTY: 204-774-8541  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

### **Fetal Alcohol Family Association of Manitoba Inc.**

The Fetal Alcohol Family Association of Manitoba Inc. is a not-for-profit organization that provides advocacy, support and education to families and professionals working with children and adults affected by Fetal Alcohol Syndrome (FAS), Partial Fetal Alcohol Syndrome (PFAS), Alcohol Related Neurodevelopment Disorder (ARND) and Fetal Drug Effects (FDE).

#### **Fetal Alcohol Family Association of Manitoba Inc.**

3rd Floor, 555 Broadway  
Winnipeg, MB R3C 0W4  
Phone: 204-786-1847  
Toll free: 1-866-890-1402  
Fax: 204-789-9850  
E-mail: [fafam@mb.ca](mailto:fafam@mb.ca)  
Website: [www.fafam.ca](http://www.fafam.ca)

### **Fetal Alcohol Information Line**

The ***Fetal Alcohol Syndrome Information Line*** provides information on alcohol-related disabilities and challenges in a confidential, non-judgmental manner.

Fetal Alcohol Syndrome Information Line:  
Toll free (in Manitoba): 1-866-877-0050



**Handi-Helper Transit**

Handi-Helper is the largest taxi-metered wheelchair van company in western Canada. It operates 24 hours a day, 365 days a year, with uniformed drivers who are trained in first-aid. The drivers come into the home, take the individual down the front steps and up to the floor of the chosen destination.

**Handi-Helper Transit**

1080 Arlington Street  
Winnipeg, MB R3E 2G6  
Phone: 204-925-8889  
Fax: 204-774-3800

**Interagency Fetal Alcohol Syndrome (FAS) and Effects (FAE) Program**

The Interagency FAS/E Program provides services to birth, foster and adoptive families in Winnipeg with children (six years and under) who have been prenatally exposed to alcohol/drugs. They work with families, day cares, schools and community agencies to promote awareness and education about FAS/FAE. They also offer home-based counselling services for families affected by FAS/FAE.

**The Interagency Fetal Alcohol Syndrome (FAS) and Effects (FAE) Program**

49-476 King Street  
Winnipeg, MB R2W 3Z5  
Phone: 204-582-8658  
Fax: 204-586-1874  
E-mail: [interagency\\_fas@shaw.ca](mailto:interagency_fas@shaw.ca)



### **Learning Disabilities Association of Manitoba**

The Learning Disabilities Association of Manitoba (LDAM) is a non-profit organization that endeavours to advance and support the well-being of persons with learning disabilities. The association provides information, referrals and education and sponsors parent and adult support groups.

#### **Learning Disabilities Association of Manitoba**

617 Erin Street  
Winnipeg, MB R3G 2W1  
Phone: 204-774-1821  
Fax: 204-788-4090  
E-mail: ldamb@mts.net  
Website: www.ldamanitoba.org

#### **Rural LDAM office/contact:**

Brandon District  
129-12th Street  
Brandon, MB R7A 4L8  
Phone: 204-727-4669

**The Manitoba Council for Exceptional Children** (204-422-5417 in Winnipeg, 204-571-8329 in Brandon and area) is a professional organization for individuals who work with children who have special needs, including those who are gifted, disabled, or at risk of disabilities or developmental delay.

E-mail: manitobacec@mts.net  
Website: www.manitobacec.ca

**The Manitoba Epilepsy Association** (204-783-0466 in Winnipeg, 1-866-374-5377 toll free) organizes a monthly support group for people with epilepsy and their families, and offers an information and referral service.

E-mail: epilepsy@manitobaepilepsy.org  
Website: www.manitobaepilepsy.org

**Manitoba Learning Centre – New Directions For Children, Youth, Adults and Families, Inc.**

This centre provides assessment for children and adults with suspected learning disabilities and/or attention deficits.

**Manitoba Learning Centre**

New Directions For Children, Youth, Adults and Families, Inc.  
400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Fax: 204-774-6468  
TTY: 204-774-8541  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

**The Multiple Sclerosis Society** provides numerous programs and information to people with M.S. and their families. There are chapters and self-help groups throughout the province.

**Multiple Sclerosis Society of Canada**

Suite 100, 1465 Buffalo Place  
Winnipeg, MB R3T 1L8  
Phone: 204-943-9595  
Toll free: 1-800-268-7582 (Manitoba Only)  
Fax: 204-988-0915  
E-mail: [info.manitoba@mssociety](mailto:info.manitoba@mssociety)  
Website: [www.mssociety.ca/manitoba](http://www.mssociety.ca/manitoba)

**OCD Centre Manitoba Inc. (OCDIC) (The Obsessive Compulsive Disorder Information and Support Centre)**

(204-942-3331 in Winnipeg) offers support, education and information to members, their families and professionals regarding obsessive compulsive disorder.

E-mail: [info@ocdmanitoba.ca](mailto:info@ocdmanitoba.ca)  
Website: [www.ocdmanitoba.ca](http://www.ocdmanitoba.ca)

**The Parkinson Society of Canada** (Manitoba Region) (204-786-2637 in Winnipeg or 1-866-999-5558 toll free) organizes monthly meetings for information and support, and provides an information service to families and professionals regarding Parkinson disease.  
Website: [www.parkinson.ca/](http://www.parkinson.ca/)

## **DISABILITIES**

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**SMD** provides a wide range of services throughout Manitoba for physically disabled and deaf or hard of hearing children and adults.

### **SMD**

Head Office  
825 Sherbrook Street  
Winnipeg, MB R3A 1M5  
Phone: 204-975-3010  
Toll free: 1-866-282-8041 (Canada/US)  
TTY: 204-975-3012  
TTY: 1-800-225-9108 (Canada/US)  
Fax: 204-975-3073  
E-mail: [info@smd.mb.ca](mailto:info@smd.mb.ca)  
Website: [www.smd.mb.ca](http://www.smd.mb.ca)

### **Wheel Chair Services and Parking Permit Program**

1111 Winnipeg Avenue  
Winnipeg, MB R3E 0S2  
Phone: 204-975-3250  
Toll free: 1-800-836-5551  
TTY: 204-975-3239  
TTY: 1-800-856-7934  
Fax: 204-975-3240

### **Rural and northern SMD offices:**

#### **Central Regional Office**

P.O. Box 489  
100-30 Stephen Street  
Morden, MB R6M 2G3  
Phone: 204-822-7412  
Toll free: 1-800-269-5451  
TTY: 204-822-7412  
Fax: 204-822-7413

#### **Eastman Regional Office**

Box 20550  
201-323 Main Street  
Steinbach, MB R5G 1Z2  
Phone: 204-326-5336  
Toll free: 1-800-497-8196  
TTY: 204-346-3998  
Fax: 204-326-9762

**Northern Regional Office**

303-83 Churchill Drive  
Thompson, MB R8N 0L6  
Phone: 204-778-4277  
Toll free: 1-888-367-0268  
TTY: 204-778-4277  
Fax: 204-778-4461

**Interlake Regional Office –  
Selkirk**

382 Main Street  
Selkirk, MB R1A 1T8  
Phone: 204-785-9338  
Toll free: 1-888-831-4213  
Fax: 204-785-9340

**Parkland Regional Office**

P.O. Box 22  
Room 411, 27-2nd Avenue  
Dauphin, MB R7N 3E5  
Phone: 204-622-2293  
Toll free: 1-800-844-2307  
TTY: 204-622-2293  
Fax: 204-622-2260

**Westman Regional Office**

Room 140, 340-9th Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6157  
Toll free: 1-800-813-3325  
TTY: 204-726-6157  
Fax: 204-726-6499

**SMD - Self-Help Clearing House**

The Self-Help Clearing House is a network of independent, non-profit consumer organizations for people with disabilities. The clearing house facilitates public access to member organizations.

**SMD - Self-Help Clearing House**

825 Sherbrook Street  
Winnipeg, MB R3A 1M5  
Phone: 204-975-3010  
Fax: 204-975-3073  
Toll free: 1-866-282-8041  
TTY: 204-975-3012  
TTY: 1-800-225-9018  
Website: [smd.mb.ca/self\\_help.aspx](http://smd.mb.ca/self_help.aspx)

## DISABILITIES

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Member organizations of the Self-Help Clearing House include:

**Asperger Manitoba** (204-947-9449 in Winnipeg) offers education and counseling to those affected by Asperger Syndrome. It aims to educate the public about Asperger's Syndrome and the needs of persons affected by the disorder.

E-mail: [info@asperger-manitoba.ca](mailto:info@asperger-manitoba.ca)

Website: [www.asperger-manitoba.ca](http://www.asperger-manitoba.ca)

**The Autism Society of Manitoba** (204-783-9563 in Winnipeg) provides education, support and advocacy services for people with autism and pervasive development disorders.

E-mail: [asm@mts.net](mailto:asm@mts.net)

Website: [www.autismmanitoba.com](http://www.autismmanitoba.com)

**The Canadian Hard of Hearing Association** (Manitoba Chapter) (204-975-3037 in Winnipeg) advocates and organizes public awareness and training events about hearing loss, produces a quarterly newsletter, and organizes social events for persons with hearing loss who communicate by speech.

E-mail: [mbchha@mts.net](mailto:mbchha@mts.net)

Website: [www.chha.ca/](http://www.chha.ca/)

**DisAbled Women's Network (DAWN) Manitoba** (204-975-3275 in Winnipeg) seeks to empower women with disabilities and to seek solutions to the complex problems that women with disabilities face in Manitoba.

**The Fibromyalgia Support Group** (204-975-3037 in Winnipeg) offers education and information to promote the development of coping skills. It aims to facilitate awareness and acceptance of fibromyalgia within the medical community and the general public.

Website: [www.fmswinnipeg.com](http://www.fmswinnipeg.com)

**The Huntington Disease Resource Centre** (204-772-4617 in Winnipeg) provides services for individuals and families coping with Huntington disease, organizes public awareness activities and supports research.

Website: [www.hdmanitoba.ca](http://www.hdmanitoba.ca)

**The Manitoba Brain Injury Association** (204-975-3280 in Winnipeg, 204-638-4702 in Dauphin/Parkland region) provides support and information to persons who have sustained a brain injury, works towards prevention of brain injuries and develops services in the community, including support to families of persons with brain injuries.  
E-mail: [mbia@mts.net](mailto:mbia@mts.net)  
Website: [www.mbia.ca](http://www.mbia.ca)

**The Manitoba Down Syndrome Society** (204-992-2731 in Winnipeg) provides support and information for individuals with Down syndrome and their parents and care providers.  
E-mail: [mdss@mts.net](mailto:mdss@mts.net)  
Website: [www.manitobadownsyndromesociety.com/](http://www.manitobadownsyndromesociety.com/)

**Muscular Dystrophy Canada** (204-233-0022 in Winnipeg, 1-800-366-8166 toll free) provides programs and services to people with neuromuscular disorders and their families.  
E-mail: [infowest@muscle.ca](mailto:infowest@muscle.ca)  
Website: [www.muscle.ca](http://www.muscle.ca)

**The Post Polio Network Manitoba Inc.** (204-975-3037 in Winnipeg) provides information and support services to polio survivors who, over 25 years after contracting polio, have begun to experience new musculoskeletal problems. Monthly support meetings are held. The network produces a newsletter and also operates a resource library.

**Provincial Council of Women of Manitoba** (204-992-2751 in Winnipeg) is a federation of organizations and individuals who come together to act in the public interest, for the welfare of women, families and society. The Council works to influence political decision-making and public attitudes.  
E-mail: [pcwm@mts.net](mailto:pcwm@mts.net)  
Website: [www.pcwmanitoba.ca](http://www.pcwmanitoba.ca)

**The Winnipeg Ostomy Association (WOA)** (204-237-2022 in Winnipeg) is a volunteer organization that provides visiting services to people having ostomy-related surgeries, support to the family unit, education services and advocacy.  
E-mail: [woainfo@mts.net](mailto:woainfo@mts.net)  
Website: [www.ostomy-winnipeg.ca](http://www.ostomy-winnipeg.ca)

## NOTES

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Single parents may not have the training or the educational background required to earn a wage that is sufficient to support a family. To become economically self-sufficient, further education or training may be necessary.

Many programs are available to help with education or training. The eligibility criteria for these programs vary. Listed below are some resources and program descriptions.

### **GOVERNMENT PROGRAMS**

#### **Service Canada Centres**

Service Canada offers single window access to a wide range of federal government programs and services. Their goal is to improve the delivery of government services by providing Canadians with one-stop, personal service they can access however they choose — by telephone, Internet or in person. They can help you find information on matters relating to areas such as: education and training, employment, health, housing, immigration, income assistance, legal assistance, personal documents and savings plans, etc.

There are centres throughout Manitoba. To find the one nearest to you contact:

#### **Service Canada Centres**

Toll free: 1-800-O-CANADA (1-800-622-6232)

TTY: 1-800-926-9105

Phone in hours: 8:00 a.m. to 8:00 p.m. in Manitoba

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

#### **Upgrading Education**

Completing a high school diploma can improve employment opportunities or support further training. Individuals under 21 years of age can return to high school anywhere in the province. Students 19 years and over, who have been out of school may choose to go on to an Adult Learning Centre. There is no cost to attend and



## **EMPLOYMENT/EDUCATION/TRAINING**

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registration may be by semester or continuous. Contact the local Employment Centre for information on Adult Learning Centres or call Adult Learning and Literacy 945-8247 in Winnipeg.

### **General Education Degree (G.E.D.)**

Several special classes are offered at Adult Education Centres, employment preparation services and community colleges to prepare for a General Education Degree (G.E.D.) test. Contact the Provincial Education Office, at 1-800-853-7402 (in Manitoba only) to receive current information on times and locations to write the test.

### **Financial Assistance**

Manitoba Student Aid helps Manitobans whose finances limit their educational choices. Awards are provided in the form of a Canada Student Loan, a Manitoba Student Loan and Manitoba Study Assistance, which are all based on financial need.

Students who apply for full-time Canada Student Loans and Manitoba Student Loans are automatically considered for the Canada Millennium Scholarship Bursary and the Manitoba Bursary. Other grants and awards are also available for students with dependents, Aboriginal students, students from low-income families and those with permanent disabilities. Full-time students may apply online once a year.

#### **Manitoba Student Aid**

Manitoba Advanced Education and Literacy

401-1181 Portage Avenue

Winnipeg, MB R3G 0T3

Phone: 204-945-6321 or 204-945-2313 (outside of Manitoba)

Toll free: 1-800-204-1685 (throughout Manitoba)

TTY: 204-945-8483

TTY Toll free: 1-866-209-0696 (North America)

Fax: 204-948-3421

Website: [www.studentaid.gov.mb.ca](http://www.studentaid.gov.mb.ca)

Rural:

**Manitoba Student Aid**

362 – 340-9th Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6592  
Toll free: 1-888-726-6596  
Fax: 204-726-6599

### OTHER GOVERNMENT RESOURCES

**Manitoba Civil Service Commission**

Human Resource Programs Branch  
935-155 Carlton Street  
Winnipeg, MB R3C 3H8  
Phone: 204-945-2332  
Fax: 204-945-1486  
Website: [www.manitoba.ca/csc/](http://www.manitoba.ca/csc/)

**Manitoba Entrepreneurship, Training and Trade**

Employment Manitoba Centres  
Various urban/rural/northern locations  
Phone: 204-945-8341  
Toll free: 1-866-332-5077  
Website: [www.manitoba.ca/employment](http://www.manitoba.ca/employment)

**Manitoba Labour and Immigration**

Immigration Division  
5th Floor, 213 Notre Dame Avenue  
Winnipeg, MB R3B 1N3  
Phone: 204-945-6300  
Fax: 204-948-2148  
Website: [www.immigratemanitoba.com](http://www.immigratemanitoba.com)

**City of Winnipeg, Internal Services**

Equity and Diversity Program  
Main Floor, 510 Main Street  
Winnipeg, MB R3B 1B9  
Phone: 204-986-2156  
Fax: 204-986-3298  
E-mail: [cfrechette@winnipeg.ca](mailto:cfrechette@winnipeg.ca)  
Website: [www.winnipeg.ca](http://www.winnipeg.ca)

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### **The Worker's Compensation Board (WCB) of Manitoba**

333 Broadway Avenue

Winnipeg, MB R3C 4W3

Phone: 204-954-4321 (exchange connecting all departments)

Phone: 204-954-4922 (general information)

Toll free: 1-800-362-3340

Hours of operation: 8:30 a.m. to 4:30 p.m. Monday to Friday

Fax: 204-954-4999

Fax toll free: 1-877-872-3804

E-mail: [wcb@wcb.mb.ca](mailto:wcb@wcb.mb.ca)

Website: [www.wcb.mb.ca](http://www.wcb.mb.ca)

Reporting line (initial injury report to receive a claim number)

Phone: 204-954-4100

Toll free: 1-800-362-3340, ext. 4100

Reporting line hours: 8:00 a.m. to 7:00 p.m. Monday to Friday

24-Hour Worker Distress Line (a free, confidential service offered by KLINIC for workers or their family members who are in distress or crisis)

In Winnipeg: 204-786-8175

Toll free: 1-800-719-3809

An online directory of the various services of the WCB and their telephone numbers is also available online at:

[www.wcb.mb.ca/contact.html](http://www.wcb.mb.ca/contact.html)

## **COMMUNITY RESOURCES**

### **Adolescent Parent Centre**

The Adolescent Parent Centre provides academic courses at the junior and senior high level, as well as classes specific to being a pregnant or parenting adolescent which cover such topics as nutrition, prenatal and postnatal classes and child development.

### **Adolescent Parent Centre**

136 Cecil Street

Winnipeg, MB R3E 2Y9

Phone: 204-775-5440

Fax: 204-783-4365

Website: [www.wsd1.org/APC/](http://www.wsd1.org/APC/)

### **Community Unemployed Help Centre**

The centre provides information about Employment Insurance and advocates on behalf of clients.

#### **Community Unemployed Help Centre**

501-275 Broadway Avenue

Winnipeg, MB R3C 4M6

Phone: 204-942-6556

Toll free: 1-866-942-6556

Fax: 204-947-9557

E-mail: [cuhc@cuhc.mb.ca](mailto:cuhc@cuhc.mb.ca)

Website: [www.cuhc.mb.ca](http://www.cuhc.mb.ca)

### **Employment Projects of Winnipeg (EPW)**

This government-funded, non-profit agency helps immigrant women and men (anyone not born in Canada) in their career search. EPW provides individual and group employment counselling, monthly workshops and in-house job fairs once a month.

Bridges to Communication is a pre-employment/vocation upgrading program for adult students and includes upgrading in reading, writing, math, employment preparation, self-esteem, assertiveness, self-confidence, introduction to computer skills and labour market information.

EPW offers free introductory computer courses and has a resource area with computers and Internet access. There are no fees for services provided. To make an appointment, call 949-5300 in Winnipeg.

## **EMPLOYMENT/EDUCATION/TRAINING**

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### **Employment Projects of Winnipeg**

990-167 Lombard Avenue  
Winnipeg, MB R3B 0V3  
Phone: 204-949-5300  
Fax: 204-944-9918  
E-mail: [epwinc@epw.ca](mailto:epwinc@epw.ca)  
Website: [www.epw.ca](http://www.epw.ca)

### **Journeys Education Association Inc.**

The Journey's Adult Education Centre offers a literacy program, academic upgrading and General Education Degree (GED) preparation for adults in Winnipeg.

### **Journeys Education Association Inc.**

80 Sherbrook Street  
Winnipeg, MB R3C 2B3  
Phone: 204-987-2646  
Hours of operation: 9:00 a.m. to 3:00 p.m. Monday to Thursday  
E-mail: [journeys@journeys.mb.ca](mailto:journeys@journeys.mb.ca)  
Website: [www.journeys.mb.ca](http://www.journeys.mb.ca)

### **Literacy Partners of Manitoba**

This organization has individuals and groups who promote adult and family literacy in Manitoba. They make referrals to literacy programs available in Manitoba.

### **Literacy Partners of Manitoba**

401-321 McDermot Avenue  
Winnipeg, MB R3A 0A3  
Phone: 204-947-5757  
Toll free: 1-866-947-5757  
Fax: 204-956-9315  
E-mail: [literacy@mts.net](mailto:literacy@mts.net)  
Website: [www.mb.literacy.ca](http://www.mb.literacy.ca)

### **New Directions For Children, Youth, Adults and Families, Inc.**

This agency helps develop the potential of families and offers counselling, educational and vocational programs. New Directions has programs on a variety of issues.

For more information, visit [www.newdirections.mb.ca](http://www.newdirections.mb.ca); or call 204-786-7051 (or TTY: 204-774-8541) and the appropriate extension (listed below).

#### **New Directions For Children, Youth, Adults and Families, Inc.**

400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Fax: 204-774-6468

#### *Training Resources for Youth (TRY), ext. 256*

This pre-employment program for youth, 16 to 19 years old, includes in-class, life skills and job search training, work experience, counselling, tutorials and upgrading.

#### *JobSolution – ext. 274*

This program helps adults 18 to 29 years old, increase their personal and employment skills and find employment or relevant training.

#### *Resources for Adolescent Parents (RAP), 204-783-7078*

This program for under-18 years old pregnant/parenting teens includes academics, pre/postnatal education and care, parenting, job search skills, cultural programming and counselling to adolescent single parents.

836 Ellice Avenue  
Winnipeg, MB R3G 0C2

### **Opportunities for Employment**

Opportunities for Employment is a program designed to give people the tools and support needed to find full-time, long-term employment. Programs offered include: Preparing for Employment Programs, Job Preparation Classes, personal job search assistance, résumé services and short-term training opportunities.

#### **Opportunities for Employment**

2<sup>nd</sup> Floor, 352 Donald Street  
Winnipeg, MB R3B 2H8  
Phone: 204-925-3490  
Fax: 204-925-3499  
E-mail: ofe@ofe.ca  
Website: www.ofe.ca

### **Osborne Village Resource Centre**

This resource centre offers a wide range of resources to help people move from unemployment and underemployment. Career counselling is available, as well as assistance in résumé development. The Centre offers computer training and upgrading, free public Internet access, free voice mail boxes, referral service and resource library. Services are mainly individual-based and unstructured, providing a non-threatening environment for participants.

#### **Osborne Village Resource Centre**

Unit 1, 107 Osborne Street  
Winnipeg, MB R3L 0C3  
Phone: 204-989-6503  
Fax: 204-477-0903  
Website: www.ovrc.ca

### **Reaching E-Quality Employment Services (REES)**

Reaching E-Quality Employment Services, provides employment counselling services for people with disabilities, including career exploration, resume development and cover letter writing, as well as interview, job search and employment maintenance skills.



### **Reaching E-Quality Employment Services**

305-1200 Portage Avenue  
Winnipeg, MB R3G 0T5  
Phone: 204-947-1609  
TTY: 1-800-855-0511, ask for 204-947-3480  
Fax: 204-947-2932  
E-mail: [info@re-es.org](mailto:info@re-es.org)  
Website: [www.re-es.org](http://www.re-es.org)

### **Red River College ACCESS Model Programs**

The Red River College ACCESS Programs facilitate admission to various college programs for low-income individuals with priority given to Aboriginal, Métis and Inuit people and recent immigrants. The programs offer entry into Business Administration Integrated, College Preparation for Nursing (incorporating the Southern Nursing Program) and other certificate or diploma day programs.

### **Red River College**

ACCESS Model Programs  
F210-2055 Notre Dame Avenue  
Winnipeg, MB R3H 0J9  
Phone: 204-632-2180  
Toll free: 1-800-903-7707  
Fax: 204-633-1437  
Website: [www.rrc.mb.ca](http://www.rrc.mb.ca)

### **SEED Winnipeg Inc.**

SEED is a non-profit organization that assists low-income individuals and groups to start small businesses. Services are free of charge and include training, consulting, business planning assistance and access to loans. Call to register for orientation.

### **SEED Winnipeg Inc.**

80 Salter Street  
Winnipeg, MB R2W 4J6  
Phone: 204-927-9935  
Fax: 204-927-9930  
E-mail: [info@seedwinnipeg.ca](mailto:info@seedwinnipeg.ca)  
Website: [www.seedwinnipeg.ca](http://www.seedwinnipeg.ca)

### **Social Skills Inc.**

This program is open to individuals ages 18 and up and provides assistance with résumé and job search skills, employer contacts, as well as other programs.

#### **Social Skills Inc.**

201-583 Ellice Avenue  
Winnipeg, MB R3B 1Z7  
Phone: 204-774-1749  
Fax: 204-774-1740  
E-mail: [socialskills@shawbiz.ca](mailto:socialskills@shawbiz.ca)

### **Taking Charge! Inc.**

Taking Charge! provides services to help single parents who receive, or are eligible for, social assistance to become self-sufficient. Onsite services include: career and vocational counselling, Taking Charge! child and parent development centre, computer lab classes and tutorials, personal development workshops, peer support, Clothes Closet and job search support.

Programs include:

- Literacy/Academic Upgrading – Participants can access General Educational Development (GED), basic literacy, high school credits or English as a Second Language (ESL) onsite or offsite.
- Skills Training – Participants who have selected a career path and who meet basic requirements may choose to enter training programs offered through Taking Charge! Inc.
- Customized Training – If training is unavailable in a chosen skill area, participants can pursue training specific to their needs.

#### **Taking Charge! Inc.**

319 Elgin Avenue  
Winnipeg, MB R3A 0K4  
Phone: 204-925-1100  
Fax: 204-925-1105  
E-mail: [feedback@takingcharge.org](mailto:feedback@takingcharge.org)  
Website: [www.takingcharge.org](http://www.takingcharge.org)

### **William Norrie Centre**

Bachelor of Education and Bachelor of Social Work (full-time and part-time) programs are offered for those wishing accreditation in these fields and require financial assistance to achieve this goal. Those who are 21 years of age, a resident of Winnipeg, representative of the inner-city population, in need of academic and personal support, a landed immigrant or Canadian citizen may also be eligible to apply. Information sessions are held several times a year.

#### **William Norrie Centre**

Inner City Social Work Program and WEC-Education Program  
485 Selkirk Avenue  
Winnipeg, MB R2W 2M6  
Phone: 204-668-8160  
Fax: 204-663-8857  
Website: [www.umanitoba.ca/faculties/social\\_work](http://www.umanitoba.ca/faculties/social_work)

### **Winnipeg Adult Education Centre**

The centre provides academic upgrading at the high school level on a full or part-time basis for adults who have been out of school for at least year or more.

#### **Winnipeg Adult Education Centre**

310 Vaughan Street  
Winnipeg, MB R3B 2N8  
Phone: 204-947-1674  
Fax: 204-956-5049  
Website: [www.wsd1.org/waec](http://www.wsd1.org/waec)

### **Winnipeg Transition Centre**

The Winnipeg Transition Centre provides support and information on job search techniques to unemployed individuals who are actively seeking employment. Topics covered include: résumé writing, how to conduct yourself in an interview and role playing in related job situations.

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### **Winnipeg Transition Centre**

1836 Main Street  
Winnipeg MB R2V 3H2  
Phone: 204-338-3899  
Fax: 204-338-4299  
E-mail: [info@winnipegtransitioncentre.com](mailto:info@winnipegtransitioncentre.com)  
Website: [www.winnipegtransitioncentre.com](http://www.winnipegtransitioncentre.com)

### **Women Business Owners of Manitoba**

Women Business Owners of Manitoba is a non-profit independent organization that addresses the unique needs of the woman entrepreneur and provides mentorship for women starting in business.

### **Women Business Owners of Manitoba**

P.O. Box 2748  
Winnipeg, MB R3C 4B3  
Phone: 204-775-7981  
Fax: 204-897-8094  
E-mail: [info@wbom.mb.ca](mailto:info@wbom.mb.ca)  
Website: [www.wbom.ca](http://www.wbom.ca)

### **Women's Enterprise Centre**

Women's Enterprise Centre helps and encourages the development of women entrepreneurs in Manitoba. Services offered are information, networking, business counselling and information on financing for starting up a business.

### **Women's Enterprise Centre**

100-207 Donald Street  
Winnipeg, MB R3C 1M5  
Phone: 204-988-1860  
Toll free: 1-800-203-2343  
Fax: 204-988-1871  
E-mail: [wecinfo@wecm.ca](mailto:wecinfo@wecm.ca)  
Website: [www.wecm.ca](http://www.wecm.ca)

### **Workplace Education Manitoba (WEM)**

Workplace Education Manitoba (WEM) provides free training and assessment services to individuals. WEM's services focus on nine essential workplace skills: reading, document use, numeracy, writing, oral communication, working with others, thinking, computer use, and continuous learning. The agency also has programs geared specifically toward Aboriginal people, immigrants and those planning to enter the skilled trades.

#### **Workplace Education Manitoba (WEM)**

1000 Waverley Street  
Winnipeg, MB R3T 0P3  
Phone: 204-272-5030  
Fax: 204-272-5031  
E-mail: [info@wem.mb.ca](mailto:info@wem.mb.ca)  
Website: [www.wem.mb.ca](http://www.wem.mb.ca)

### **Winnipeg Industrial Skills Training Centre Inc.**

This centre trains individuals for entry level jobs in the metal trades through courses on industrial metal fabrication, welding and spray painting.

#### **Winnipeg Industrial Skills Training Centre Inc.**

903 King Edward Street  
Winnipeg, MB R3H 0P8  
Phone: 204-783-7031  
Fax: 204-783-4840  
E-mail: [itc@mts.net](mailto:itc@mts.net)  
Website: [www.wistc.ca](http://www.wistc.ca)

### **Y.E.S. Youth Employment Services Manitoba Inc.**

This agency provides employment-related information and job search assistance to unemployed, at-risk people between the ages of 16 to 29 years old. Services include employment counselling and career planning, job search seminars and resources, direct marketing services, community partnerships, advocacy and referrals.

### **Y.E.S. Youth Employment Services Manitoba Inc.**

614-294 Portage Avenue

Winnipeg, MB R3C 0B9

Hours of operation: 8:00 a.m. to 4:30 p.m. Monday to Friday,  
closed 11:45 a.m. to 12:45 p.m.

Phone: 204-987-8661

Fax: 204-942-8262

E-mail: [admin@youthemploymentservices.com](mailto:admin@youthemploymentservices.com)

Website: [www.youthemploymentservices.com](http://www.youthemploymentservices.com)

### **Youth.gc.ca**

For those between the ages of 15 and 30, this federal website provides quick and easy access to youth-related information and services about jobs and education, travel, health, wellness, your neighborhood, the Youth Employment Strategy and more.

The Youth.gc.ca website was created by Canadian youth for youth. It can also be accessed by visiting the local Service Canada Centre or neighbourhood library.

### **Youth.gc.ca**

Toll free: 1-800-935-5555 (Youth Info Line)

Toll free: 1-800-622-6232 (information on Government of Canada programs and services)

Websites: [www.youth.gc.ca](http://www.youth.gc.ca); [www.canada.gc.ca](http://www.canada.gc.ca)

Dealing with all the responsibilities of single parenting is a tremendous workload, so it is important to look after your own physical health and emotional well-being. Poor health may lead to weariness, irritability and depression. Many parents look after their children's health needs while ignoring their own.

### **FINDING A DOCTOR**

It is wise to shop around for the most appropriate health care provider so you can establish a comfort level with both the physician and the services you need. This includes finding a physician who is sensitive and looks after patients' well-being to the best of his or her ability.

Family physicians provide patient-centred, continuous care and can direct patients to other required health services. The Family Doctor Connection phone line connects Manitobans with family physicians who are accepting new patients. The phone line is available Monday to Friday from 8:30 a.m. to 4:30 p.m. and has service in French and English.

#### **Family Doctor Connection**

Phone: 204-786-7111

Toll free (province-wide): 1-866-690-8260

### **HEALTH TIPS**

#### **Eye Care**

An appointment may be made with a nearby optometrist or ophthalmologist. Those who receive social assistance may get eyeglasses through any optician or optical supplier. It is not necessary to buy glasses at the same location where the eye exam takes place.

#### **Dental Care**

Basic dental care is covered for those who receive social assistance. It is covered on their medical card. However, the dentist must get prior approval from Manitoba Health before doing any treatment.



### **Dental College at the University of Manitoba**

Those on social assistance and others may get their names on a waiting list for non-emergency dental treatment by calling the office at the Dental College of the University of Manitoba and filling out the registration form. Most dental fees at the college are about half of the regular fee charged by dentists practising elsewhere.

#### **Dental College at the University of Manitoba**

790 Bannatyne Avenue  
Winnipeg, MB R3E 0W2  
Phone: 204-789-3505

### **Prescription Drugs**

Prescription drugs for those receiving social assistance are covered on Social Allowance Health Services cards.

### **Income-Based Pharmacare Program**

The Income-Based Pharmacare Program ensures that those with low incomes, and those with high drug costs in relation to their incomes, receive the most benefit. Minimum deduction is \$100. To apply, a Pharmacare Application/Consent Authorization form must be completed. This form is available at any pharmacy in Manitoba or online at: [www.gov.mb.ca/health/pharmacare/index.html](http://www.gov.mb.ca/health/pharmacare/index.html). Customer service representatives are available to help with the forms.

#### **Manitoba Pharmacare Program**

Manitoba Health  
300 Carlton Street  
Winnipeg, MB R3B 3M9  
Phone: 204-786-7141  
Toll free: 1-800-297-8099  
Fax: 204-786-6634  
E-mail: [pharmacare@gov.mb.ca](mailto:pharmacare@gov.mb.ca)

**Pharmacare Deductible MIPP (Monthly Instalment Payment Plan)**

If your drug costs are high in relation to your income, you can pay your Pharmacare deductible in monthly instalments. Participants in the Deductible Instalment Payment Program for Pharmacare pay their deductible as an additional amount on their monthly Manitoba Hydro bill.

**Pharmacare Deductible MIPP**

Manitoba Health  
300 Carlton Street  
Winnipeg, MB R3B 3M9  
Phone: 204-945-1733  
Toll free: 1-888-519-3492  
Fax: 204-948-3894,  
Toll free Fax: 1-888-519-3493  
E-mail: [pharmacare@gov.mb.ca](mailto:pharmacare@gov.mb.ca)

**Health Insurance**

Parents who are working or studying, and are not receiving social assistance, may take out health insurance or continue with the insurance that their spouses were paying.

**Manitoba Blue Cross**

Manitoba Blue Cross provides supplementary health care plans for medical expenses not covered by Manitoba Health. Their brochures list the services and fees involved.

**Manitoba Blue Cross**

In person:  
599 Empress Street  
By mail:  
P.O. Box 1046  
Winnipeg, MB R3C 2X7  
Phone: 204-775-0151  
Toll free: 1-800-873-2583  
Fax: 204-786-5965  
Website: [www.mb.bluecross.ca](http://www.mb.bluecross.ca)

### HEALTH RESOURCE CENTRES AND SERVICES

The following health resource centres provide a variety of services.

#### **ACCESS Centres**

Offices of Manitoba Family Services and Consumer Affairs and the Winnipeg Regional Health Authority have been co-located in two Winnipeg communities. These combined offices are designed to provide easy access to a wide variety of services.

There are currently two ACCESS sites in Winnipeg, with plans for two additional sites.

#### **ACCESS River East**

Through this office, the Winnipeg Regional Health Authority offers: primary care services, programs to help families care for children with special needs; dieticians who provide nutrition advice; counselling; and public health nurses who teach pre-natal classes, family planning, maternal and child health. Manitoba Family Services and Consumer Affairs helps clients with matters such as Employment Insurance, Vocational Rehabilitation, Children's Special Services (including respite for children with disabilities), and Child and Family Services.

#### **ACCESS River East**

975 Henderson Highway  
(Northcote Shopping Centre)  
Winnipeg, MB R2K 4L7  
Phone: 204-938-5000

#### **ACCESS Transcona**

Through this office, the Winnipeg Regional Health Authority offers: primary care services; dieticians who provide nutrition advice; community nutritionist, counselling; and public health nurses who teach pre-natal classes, IV wound clinic. It also houses the Transcona Council for Seniors. Manitoba Family Services and Consumer Affairs helps clients with matters such as Employment Insurance and Canada Pension Plan (CPP)/Disability. The ACCESS Transcona site also offers drop-in counselling on Tuesdays from 12:00 p.m. to 7:00 p.m. in co-ordination with KLINIC.

**ACCESS Transcona**

845 Regent Avenue West  
Winnipeg, MB R2C 3A9  
Phone: 204-938-5555

**Brandon 7th Street Health Access Centre**

The Brandon 7th Street Health Access Centre is operated by the Brandon Regional Health Authority and offers access to a wide range of health and family-related services.

**7th Street Health Access Centre**

20-7th Street, Brandon, MB R7A 6M8  
Phone: 204-578-4800  
Fax: 204-578-4950  
Hours of Operation: 11:00 a.m. to 7:00 p.m.  
Seven days a week (closed on statutory holidays)  
Website: [www.brandonrha.mb.ca/en/Access\\_Centre/](http://www.brandonrha.mb.ca/en/Access_Centre/)

**Adolescent Health Services (Children's Hospital)**

Adolescent Health Services at Children's Hospital provides health care for adolescents, including prevention and treatment of sexually transmitted diseases, birth control, pregnancy testing and counselling and general medical care.

Transportation is available in urgent situations. After-hours and weekend services for urgent situations are provided by Children's Hospital Emergency Department.

**Adolescent Health Services**

Children's Clinic (Out Patient Services), Children's Hospital  
840 Sherbrook Street  
Winnipeg, MB R3A 1S1  
Phone: 204-787-2401  
Fax: 204-787-1468

**Adolescent Health Services (Women's Hospital)**

Adolescent Health Services at Women's Hospital provides counselling for unplanned pregnancy, prenatal and postnatal care, counselling and support.

### **Adolescent Health Services**

Women's Hospital, Out Patient Services  
735 Notre Dame Avenue  
Winnipeg, MB R3E 0L8  
Phone: 204-787-1781

### **Aikins Street Community Health Centre**

The centre provides medical care for children, teens, adults and seniors. Services include birth control, confidential pregnancy testing and counselling, prenatal classes, midwives support, immunization, parenting and nutrition information and dental care for children two to 17 years old.

### **Aikins Street Community Health Centre**

601 Aikins Street  
Winnipeg, MB R2W 4J5  
Phone: 204-940-2025  
Fax: 204-940-2069

### **Birth Roots Doula Collective**

This collective of women trained as labour companions supports women and their families before, during and after the birth of their children. A sliding fee scale is available.

### **Birth Roots Doula Collective**

206-83 Sherbrook Street  
Winnipeg, MB R3C 2B2  
Phone: 204-792-6769  
E-mail: [info@birthrootsdoulas.com](mailto:info@birthrootsdoulas.com)  
Website: [www.birthrootsdoulas.com](http://www.birthrootsdoulas.com)

### **Children's Hospital (In Patient Services)**

840 Sherbrook Street  
Winnipeg, MB R3A 1S1  
Inquiry: 204-787-2595  
Emergency (24 hrs): 204-787-2306  
Poison Control Centre: 204-787-2591  
Fax: 204-787-4807

**Health Action Centre**

Health Action Centre provides dental and medical care including physical checkups, pregnancy testing, and care during pregnancy and immunizations. Information and treatment are available for sexually transmitted diseases. Other services include education and counselling on nutrition, family planning and parenting support. New clients must reside in postal code areas R3A, R3B or R3C.

**Health Action Centre**

425 Elgin Avenue  
Winnipeg, MB R3A 1P2  
Phone: 204-947-1626  
Fax: 204-942-7828

**Health Links**

This phone line, staffed by experienced registered nurses, provides health information, assistance with health care decisions, resource identification and referral, professional health status assessment and follow-up. Available 24 hours a day, seven days a week.

**Health Links**

204-788-8200  
Toll free: 1-888-315-9257 (Manitoba only)

**Healthy Start for Mom & Me**

Healthy Start for Mom & Me offers informal, friendly prenatal and postnatal (babies to one year) drop-ins at nine community sites in Winnipeg. Babysitting, healthy snacks, playtime with babies, videos and activities, milk coupons for pregnant girls and women are offered in this nutrition and family health outreach initiative. For those who do not speak English newcomer sessions are offered with interpreting. All are welcome to attend the drop-ins but the programs especially aim to reach those with fewer resources.

**Healthy Start For Mom & Me**

2nd Floor, 400 Edmonton Street  
Winnipeg, MB R3B 2M2  
Phone: 204-949-5350  
Fax: 204-949-4800  
E-mail: [healthystart@mts.net](mailto:healthystart@mts.net)

### **Hope Centre Health Care Inc.**

Hope Centre Health Care provides pregnancy testing, prenatal and postnatal counselling, preparation-for-baby classes, family planning, a medical clinic, treatment of sexually transmitted diseases and crisis help. Home visits are provided by Aboriginal community workers and counselling is available.

#### **Hope Centre Health Care Inc.**

240 Powers Avenue  
Winnipeg, MB R2W 5L1  
Phone: 204-589-8354  
Fax: 204-586-4260  
E-mail: HopeCe@mts.net

### **KLINIC Community Health Centre**

KLINIC offers counselling services, as well as suicide and crisis intervention. Sexual assault, family violence, incest, sexual abuse and sexual harassment are some of the issues dealt with in counselling. 'Drop-in' services are available. Primary health care services include obstetrics, pediatrics and counselling. Family planning and birth control, nutrition and dietitians services, prenatal education and other education services are also offered. Free birth control may be provided on the basis of need.

A drop-in counselling service is also available in the community of Transcona/River East/Elmwood, as well as at Klinik's 545 Broadway Avenue location. This free service for youth (13 years old and up), men, women and seniors is on a first-come, first-served basis. Schedule of times and information is updated regularly on the Drop-In Counselling telephone line.



**KLINIC Community Health Centre**

870 Portage Avenue  
Winnipeg, MB R3G 0P1

Medical Care: 204-784-4090

Evolve: 204-784-4070

Community Drop-in Counselling: 204-784-4067

Teen KLINIC: 204-784-4090 (4:30 p.m. to 8:00 p.m. Monday)

24-Hour Crisis/Suicide Line: 204-786-8686

Toll free: 1-888-322-3019

24-Hour Sexual Assault Crisis Line: 204-786-8631

Toll free: 1-888-292-7565

TTY: 204-784-4097

Fax: 204-772-7998

E-mail: [clinic@clinic.mb.ca](mailto:clinic@clinic.mb.ca)

Website: [www.klinic.mb.ca](http://www.klinic.mb.ca)

**La Leche League Canada – Manitoba**

This non-profit organization provides information and mother-to-mother support for breastfeeding women. Groups meet monthly throughout Manitoba. Phone help is available seven days a week from 9:00 a.m. to 9:00 p.m.

**La Leche League Canada – Manitoba**

Phone: 204-257-3509

E-mail: [laleche@igs.net](mailto:laleche@igs.net)

Website: [www.lalecheleaguecanada.ca](http://www.lalecheleaguecanada.ca)

**The Laurel Centre**

See entry under Abuse – Other Abuse-related Resources

### **Manitoba Association for Childbirth and Family Education (MACFE)**

The Manitoba Association for Childbirth and Family Education offers childbirth preparation classes, as well as a labour companion program (doula services) and a lending library for members and clients.

### **Manitoba Association for Childbirth and Family Education (MACFE)**

365 Wardlaw Avenue  
Winnipeg, MB R3L 0L8  
Phone: 204-475-1865  
E-mail: [macfe@mts.net](mailto:macfe@mts.net)  
Website: [www.manitobachildbirth.com](http://www.manitobachildbirth.com)

### **Mount Carmel Clinic**

Mount Carmel Clinic offers primary health care, birth control, reproductive health and pregnancy counselling, confidential testing and treatment for sexually transmitted diseases, immunization, nutrition counselling, health education, prenatal and postnatal care and other medical services. The cost of prescription drugs and dental services are based on the patient's ability to pay. Also offered are prenatal classes, home visits, a milk supplement program and counselling. Cross-cultural services are available.

### **Mount Carmel Clinic**

886 Main Street  
Winnipeg, MB R2W 5L4  
Phone: 204-582-2311  
Fax: 204-582-6006  
Website: [www.mountcarmel.ca/](http://www.mountcarmel.ca/)

**Nine Circles Community Health Centre**

This centre is a community based, non-profit centre specializing in HIV/STI prevention and care. They support HIV & STI prevention through testing, education and treatment; provide coordinated medical and social supports for those living with and affected by HIV/AIDS and promote sexual and personal health including harm reduction to those at risk. The centre offers many services including the following:

**HIV/STI Drop in Testing** – nurse managed STI clinic offers free and confidential testing and treatment. Drop in service is on a first-come, first serve basis.

Hours: Wednesday from 1:00 to 7:00 pm. Drop in or call 940-6001 for more information.

**AIDS/STI Info Line** – a province-wide service that provides free and confidential support and assistance to callers throughout Manitoba. Line operates from Monday – Friday 9:30am to 6:00pm. Call 945-2437 or Toll Free: 1-800-782-2437.

**HIV+ Care** – provides safe, supportive and responsive care and treatment for those living with HIV. Programs emphasize fully integrated clinical and social client care. Clients have access to primary care and integrated programs.

**Harm Reduction Services** – provides education, needle distribution, free condoms and practical supports to reduce harm and risk.

Hours: Monday – Friday 9:00am to 5:00 pm; open Wednesday until 7:00 pm. Drop in or call 940-6001 for more information.

### **Nor'West Co-op Community Health Centre**

This centre provides health and medical services including prenatal care, nutrition and lifestyle counselling, an Aboriginal health program, Well Baby Clinic, Teen Clinic, Parenting Group, counselling for women experiencing abuse, a mentor program for pregnant women or new mothers struggling with alcohol/drug abuse and a child care program.

#### **Nor'West Co-op Community Health Centre**

103-61 Tyndall Avenue  
Winnipeg, MB R2X 2T4  
Phone: 204-940-2020  
Fax: 204-632-4666  
E-mail: [info@norwesthealth.ca](mailto:info@norwesthealth.ca)  
Website: [www.norwesthealth.ca](http://www.norwesthealth.ca)

### **Pediatric Health Services**

Pediatric Health Services at Children's Hospital offers health care for newborns and children up to age 16. Specialty clinic services are available on consultation from other health care providers. Transportation is provided in urgent situations. After-hours and weekend services for urgent situations are provided by the Children's Emergency Department.

#### **Pediatric Health Services**

Children's Clinic (Out Patient Services), Children's Hospital  
840 Sherbrook Street  
Winnipeg, MB R3A 1S1  
Phone: 204-787-2401  
Fax: 204-787-1468

### **Public Health Agency of Canada**

To order free Government of Canada publications on subjects such as smoking, nutrition, breastfeeding, sexually transmitted diseases (STDs), fitness and child safety, call 1-800-O-CANADA (1-800-622-6232).

**Serena Manitoba Inc.**

Serena Manitoba Inc. offers education in fertility awareness and instruction in methods of natural family planning to couples and individuals.

**Serena Manitoba Inc.**

Education & Resource Centre  
99 Cornish, Rm 317  
Winnipeg, MB R3C 1A2  
Phone: 204-783-0091  
Toll free: 1-866-317-5362  
Fax: 774-7834  
E-mail: serenamb@mts.net  
Website: www.serena.ca

**Sexuality Education Resource Centre (SERC) Manitoba**

The centre provides advocacy, education and facilitation on sexuality and reproductive health. Community education programs address such issues as family life education, contraception, maternal/child health, adolescent development and prevention of sexually transmitted diseases and HIV/AIDS. Programming for immigrant/refugee communities is available (Winnipeg only).

**Sexuality Education Resource Centre (SERC) Winnipeg**

2nd Floor, 555 Broadway Avenue  
Winnipeg, MB R3C 0W4  
Phone: 204-982-7800  
Fax: 204-982-7819  
E-mail: info@serc.mb.ca  
Website: www.serc.mb.ca

**Sexuality Education Resource Centre (SERC) Brandon**

161-8th Street  
Brandon, MB R7A 3W9  
Phone: 204-727-0417  
Fax: 204-729-8364  
E-mail: brandon@serc.mb.ca

## HEALTH

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***The Facts of Life Line*** is an information and referral telephone line that is province-wide, toll free, confidential, anonymous and non-judgemental. It operates Tuesday and Thursday from 12:00 p.m. to 4:00 p.m.

Facts of Life Line: 204-947-9222  
Toll free: 1-800-432-1957

### **Villa Rosa**

Villa Rosa provides residence, medical care, education and counselling to single women and youth who are pregnant or have recently delivered their babies. Programs include parenting and communication skills, exploring adoption, anger management, child development, parenting skills and others. Villa Rosa also provides postnatal courses to prepare young mothers for independent living in the community.

#### **Villa Rosa**

784 Wolseley Avenue  
Winnipeg, MB R3G 1C6  
Phone: 204-786-5741  
Toll free: 1-800-643-0733  
Fax: 204-786-1077  
E-mail: [administration@villarosa.mb.ca](mailto:administration@villarosa.mb.ca)  
Website: [www.villarosa.mb.ca](http://www.villarosa.mb.ca)

### **Women's Health Clinic**

Women's Health Clinic delivers a variety of services and programs by female physicians, nursing practitioners, nutritionists, counsellors and client service workers. Services include: pregnancy testing, birth control, counselling and options for unplanned pregnancies and sexually transmitted diseases, and abortion services. They also run a variety of counselling and mentorship programs for new mothers. Free birth control supplies are available to those in financial need. Counselling, support groups and educational resources are available for teens and women.

Women's Health Clinic also operates a free teen clinic Thursdays from 3:00 p.m. to 8:00 p.m.

**Women's Health Clinic**

Unit A, 419 Graham Avenue  
Winnipeg, MB R3C 0M3  
Phone: 204-947-1517  
Fax: 204-943-3844  
TTY: 204-956-0385  
Website: [www.womenshealthclinic.org](http://www.womenshealthclinic.org)

**Women's Hospital Breastfeeding Service**

Women often need information and help to breastfeed their babies. The breastfeeding service at 204-787-1166 in Winnipeg provides free daily access to a lactation consultant from 8:00 a.m. to 4:00 p.m. (including weekends and holidays), and a breastfeeding clinic every Thursday (1:00-3:00 p.m.). After 4:00 p.m., call HealthLinks at 788-8667 in Winnipeg, or toll free: 1-888-315-9257 (Manitoba only).

No appointments necessary.

**Women's Hospital Breastfeeding Service**

2nd Floor, Women's Hospital  
735 Notre Dame Avenue  
Winnipeg, MB R3E 0L8  
Phone: 204-787-1166

**Tupper Street Family Resource Centre**

This centre provides information, support and a variety of programs for parents and youth around the issues of parenting and sexual education and awareness.

**Tupper Street Family Resource Centre**

20 Tupper Street North  
Portage la Prairie, MB R1N 1W8  
Phone: 204-857-9011  
Fax: 204-925-3709  
E-mail: [youngparentsrc@mts.net](mailto:youngparentsrc@mts.net)  
Website: [www.yprc.mb.ca](http://www.yprc.mb.ca)



## HEALTH

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### **Youville Centre St. Boniface**

This nurse-managed health centre offers information and counselling on health issues to individuals, couples and families. Programs include a drop-in prenatal program, the Nobody's Perfect Parenting Program and a parent support group.

#### **Youville Centre St. Boniface**

33 Marion Street  
Winnipeg, MB R2H 0S8  
Phone: 204-233-0262  
Fax: 204-233-1520  
Website: [www.youville.ca](http://www.youville.ca)

### **Youville Centre St. Vital**

At this centre, nurses, a counsellor and a nutritionist help with managing life's changes, parenting and pregnancy, smoking cessation, living with chronic illness, etc. It's Your Choice is an education and support program for pregnant adolescents and their families.

#### **Youville Centre St. Vital**

6-845 Dakota Street  
Winnipeg, MB R2M 5M3  
Phone: 204-255-4840  
Fax: 204-255-4903  
Website: [www.youville.ca](http://www.youville.ca)

## **WINNIPEG REGIONAL HEALTH AUTHORITY (WRHA) – PUBLIC HEALTH SERVICES**

WRHA's Public Health Services focus on health promotion and prevention of disease and injuries. A range of services support people throughout their lives and are delivered in their homes and neighbourhoods. The public health care team includes public health nurses, community nutritionists, Families First home visitors, immunization nurses and medical officers of health. The Winnipeg health region is divided into 12 community areas, each with a community office that can provide information about services available.

**Winnipeg Region**

Assiniboine South  
204-940-1955

Downtown  
204-940-2274 (Hargrave)  
204-940-6669 (Evanson)  
204-940-3160 (Elgin)

Access River East  
204-938-5000

Fort Garry (Pembina)  
204-940-2015

Seven Oaks/Inkster (Leila)  
204-938-5600

Point Douglas (Aikens)  
204-940-2025

River Heights  
204-940-2005/204-940-2000  
(Corydon)  
204-938-5500 (Stafford)

St. Boniface  
204-940-2035

St. James/Assiniboia  
204-940-2040

St. Vital  
204-940-2045

Access Transcona  
204-938-5555

**Assiniboine Regional Health Authority Inc.**

Birtle  
204-842-3399

Baldur  
204-535-2933

Boissevain  
204-534-3340

Carberry  
204-834-3262

Deloraine  
204-747-1820

Erickson  
204-636-6802

Glenboro  
204-827-5315

Hamiota  
204-764-4213

Killarney  
204-523-3220

Melita  
204-522-4312

Minnedosa  
204-867-8719

Neepawa  
204-476-7832

Reston  
204-877-3925

Rivers  
204-328-6204

Rosburn  
204-859-5302

Russell  
204-773-7563

Shoal Lake  
204-759-2686

Souris  
204-483-6221

Virden  
204-748-4341

Wawanessa  
204-824-6255

### **Brandon Regional Health Authority Inc.**

Brandon  
204-578-4000

### **Burntwood Regional Health Authority Inc.**

Gillam  
204-652-2600

Pikwitonei  
204-288-4348

Wabowden  
204-689-2600

Leaf Rapids  
204-473-2441

Thicket Portage  
204-286-3254

Ilford  
204-288-4348

Lynn Lake  
204-356-2474

Thompson  
204-677-5350

### **Regional Health Authority Central Manitoba Inc.**

Altona  
204-324-2351

Morris  
204-746-2370

St. Jean Baptiste  
204-758-3031

Carman  
204-745-2426

Pilot Mound  
204-825-2466

Toll free:  
1-800-348-6088

Elie  
204-353-2043

Portage la Prairie  
204-239-3070

Somerset  
204-744-2073

MacGregor  
204-685-2984

Rosenort  
204-746-8885

Seven Regions  
Centre  
(Gladstone)  
204-385-2968

Morden/Winkler  
204-331-8841

Sanford  
204-736-2388

### **Churchill Regional Health Authority Inc.**

Churchill  
204-675-8318

### **Interlake Regional Health Authority Inc.**

Arborg  
204-376-5559

Eriksdale  
204-739-2161

Gimli  
204-642-6051

Ashern  
204-768-2585

Fisher Branch  
204-372-8703

Gypsumville  
204-659-5776

Lundar  
204-762-5469

St. Laurent  
204-646-2504

Stonewall  
204-467-4400

Riverton  
204-378-2460

Selkirk  
204-785-7702

Teulon  
204-886-4065

**Nor-Man Regional Health Authority Inc.**

Cormorant  
204-357-2161

Flin Flon  
204-687-1340  
204-687-1350

The Pas  
204-623-9650

Cranberry Portage  
204-472-3338

**North Eastman Health Association Inc.**

Beausejour  
204-268-4966

Manigotagan  
204-363-7202

Prawda  
204-348-7191

Bissett  
204-277-5217

Oakbank  
204-444-2227

Seymourville  
204-363-7447

Lac du Bonnet  
204-345-8647

Pine Falls  
204-367-5401

Whitemouth  
204-348-4613

**Parklands Regional Health Authority Inc.**

Dauphin  
204-638-2118

Roblin  
204-937-2151

Swan River  
204-734-6603

Ethelbert  
204-742-4400

Ste. Rose  
204-447-4080

Waterhen  
204-628-3329

**South-Eastman Health/Santé Sud-Est Inc.**

Lorette  
204-878-5000

St. Pierre-Jolys  
204-433-7636

Steinbach  
204-346-6123

Ste. Anne  
204-422-8817

Sprague  
204-437-3015

Vita  
204-425-3859

### PROBLEMS – MISUNDERSTANDINGS

For a problem or misunderstanding arising between a patient and a doctor that cannot be resolved, contact the College of Physicians and Surgeons of Manitoba. They have a valuable brochure (also available on their website), ***The Complaints Process – A Guide for Manitobans***, which describes in detail the process for filing formal complaints and appealing a decision.

**The College of Physicians and Surgeons of Manitoba**

1000-1661 Portage Avenue

Winnipeg, MB R3J 3T7

Phone: 204-774-4344

Toll free: 1-877-774-4344

Fax: 204-774-0750

Website: [www.cpsm.mb.ca](http://www.cpsm.mb.ca)

### SUBSTANCE AND GAMBLING DEPENDENCY

Stress or problems may cause a person to use a drug or another addictive substance. A drug is any substance other than food that, when taken into the body, may cause a change in the way the body would normally function. The continued use of a drug to avoid problem resolution may lead to chemical dependency.

Similarly, some people may become dependent on excessive gambling and the long term financial impact can be devastating. Individuals or affected family members can get support to deal with problems due to drug, alcohol or gambling dependencies.

**Addictions Foundation of Manitoba (A.F.M.)**

The Addictions Foundation of Manitoba (A.F.M.) is the provincial authority responsible for providing prevention and treatment programs for the misuse of alcohol, drugs and other chemicals substances or with gambling. A.F.M. also does research on the negative effects of substance abuse and promotes the health and well-being of Manitobans.

For more information, contact:

**Addictions Foundation of Manitoba (A.F.M.)**

1031 Portage Avenue  
Winnipeg, MB R3G 0R8  
General inquiries: 204-944-6200  
Toll free: 1-866-638-2561  
Gambling help line: 204-944-6382  
Toll free: 1-800-463-1554  
Website: [www.afm.mb.ca](http://www.afm.mb.ca)

**Winnipeg Region**

The Winnipeg Region of A.F.M. offers services for rehabilitation, after-care, the workplace, prevention and education, community education, gambling, family intervention, adolescent counselling, treatment, training and consultation and impaired driving.

Programs include a primary care unit, residential treatment for men and women, day programs, children and youth programs.

**Adult Services**

204-944-6200  
Toll free: 1-866-638-2561

**Family Services (Christie House)**

204-944-6229  
Toll free: 1-866-638-2561

**Impaired Drivers' Program**

204-944-6290  
Toll free: 1-866-638-2561

**Community Prevention Programs**

204-944-6260  
Toll free: 1-866-638-2561

**Problem Gambling Services**

204-944-6368  
Toll free: 1-866-638-2561

**Library**

204-944-6233  
Toll free: 1-866-638-2568

**Methadone Intervention & Needle Exchange (MINE)**

204-944-6200  
Toll free: 1-866-638-2561

**Workplace Services**

204-944-6260  
Toll free: 1-866-638-2561

**Youth Services**

204-944-6235  
Toll free: 1-866-638-2561

### **Addictions Foundation of Manitoba – Women's Centre**

A.F.M. Women's Centre provides preventive education, assessment and treatment to women with addiction problems. A referral is not necessary and there is no fee for service. Non-residential and residential treatment programs are offered, each with after-care group support. Co-ed day or evening programs, workshops, presentations and groups for family members affected by addiction are available.

#### **Addictions Foundation of Manitoba**

Women's Centre  
586 River Avenue  
Winnipeg, MB R3L 0E8  
Phone: 204-944-6229  
Toll free: 1-866-638-2561  
E-mail: family@afm.mb.ca

### **A.F.M. Beausejour**

Locations served: Beausejour, Lac du Bonnet, Pinawa, Pine Falls, Whitemouth and surrounding areas.

#### **A.F.M. Beausejour**

PO Box 1118  
31 First Street  
Beausejour, MB R0E 0C0  
Phone: 204-268-6166

### **A.F.M. Gimli**

Locations served: Arborg, Ashern, Eriksdale, Fisher Branch, Gimli, Riverton, Teulon, Winnipeg Beach and surrounding areas.

#### **A.F.M. Gimli**

Gimli Community Health Centre  
P.O. Box 449  
Gimli, MB R0C 1B0  
Phone: 204-642-5162



**A.F.M. Morden**

Locations served: Carman, Morden, Manitou, Miami, Sanford, Winkler and surrounding areas.

**A.F.M. Morden**

108B-8th Street  
Morden, MB R6M 1Y7  
Phone: 204-822-1296

**A.F.M. Portage la Prairie**

Locations served: Elm Creek, Gladstone, Langruth, Long Plains, MacGregor, Portage la Prairie, Sandy Bay, Treherne, Westbourne and surrounding areas.

**A.F.M. Portage la Prairie**

205-9 Saskatchewan Avenue W.  
Portage la Prairie, MB R1N 3J9  
Phone: 204-857-8353

**A.F.M. Selkirk**

Locations served: Selkirk, St. Andrews, St. Clements, Stonewall and surrounding areas.

**A.F.M. Selkirk**

203-250 Manitoba Avenue  
Selkirk, MB R1A 0Y5  
Phone: 204-785-2354

**A.F.M. Steinbach****A.F.M. Steinbach**

365 Reimer  
Steinbach, MB R5G 0R9  
Phone: 204-326-7724

### **A.F.M. Southport (Compass Residential Youth Program)**

Location served: Province of Manitoba.

#### **A.F.M. Southport**

Compass Residential Youth Program

Southport Aerospace

Bldg. 36, P.O. Box 118

Southport, MB R0H 1N0

Phone: 204-428-6600

E-mail: youthres@afm.mb.ca

### **Western Region**

The Western Region of A.F.M. offers residential and non-residential programs, after-care programs, relapse prevention programs, family awareness groups, education workshops, rehabilitation programs, community education courses, youth programs, gambling programs and workplace services. Specific programs include the Family Program, the Impaired Drivers' Program, the High-Risk Program, Tuning in to Health Program and the Northern and Rural Intervention Strategy.

### **A.F.M. Western Region Office**

Locations served: Austin, Brandon, Carberry, Glenboro, Hartney, Reston, Pipestone, Shilo, Souris, Virden and surrounding areas.

#### **A.F.M. Western Region Office**

Parkwood Centre

510 Frederick Street

Brandon, MB R7A 6Z4

Phone: 204-729-3838

Toll free: 1-866-767-3838

E-mail: westreg@afm.mb.ca

**A.F.M. Dauphin**

Locations served: Alonsa, Dauphin, Crane River, Fork River, Grandview, Ochre River, Roblin, Winnipegosis, Sifton, McCreary and surrounding areas.

**A.F.M. Dauphin**

32-1st Avenue Northwest  
Dauphin, MB R7N 1G7  
Phone: 204-622-2021

**A.F.M. Killarney**

Locations served: Boissevain, Deloraine, Killarney, Melita and surrounding areas.

**A.F.M. Killarney**

P.O. Box 3000  
203 South Railway Street East  
Killarney, MB R0K 1G0  
Phone: 204-523-5070

**A.F.M. Neepawa**

Locations served: Neepawa, Carberry, Minnedosa, Erickson and surrounding areas.

**A.F.M. Neepawa**

P.O. Box 1779  
282 Hamilton Street  
Neepawa, MB R0J 0J0  
Phone: 204-476-7200

**A.F.M. Rossburn**

Locations served: Birtle, Rossburn, Russell, Shoal Lake and surrounding areas.

**A.F.M. Rossburn**

P.O. Box 399  
Rossburn, MB R0J 1V0  
Phone: 204-859-4000

## HEALTH

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### **A.F.M. Swan River**

Locations served: Birch River, Camperville, Cowan, Lenswood, Mafeking, Minitonas, Pelican Rapids, Pine Creek, Swan River, Benito and surrounding areas.

#### **A.F.M. Swan River**

P.O. Box 141  
Swan River, MB R0L 1Z0  
Phone: 204-734-2030

### **A.F.M. Ste. Rose du Lac**

#### **A.F.M. Ste. Rose du Lac**

Willard Monson House  
P.O. Box 490  
Ste. Rose du Lac, MB R0L 1S0  
Phone: 204-447-4040

### **A.F.M. Virden**

Locations served: Hamiota, Reston, Rivers, Souris, Virden.

#### **A.F.M. Virden**

Box 2500  
283 Nelson Street West  
Virden, MB R0M 2C0  
Phone: 204-748-4720

### **Northern Region**

The Northern Region of A.F.M. offers residential programs, residential treatment, family awareness programs, impaired drivers' programs, education workshops, high risk programs, community education courses, youth programs and workplace services.

**A.F.M. Northern Region**

Locations served: Gillam, Thompson and surrounding areas. Impaired Drivers' Program serves Brochet, Churchill, Cross Lake, God's Lake Narrows, Gods River, Granville Lake, Lac Brochet, Nelson House, Norway House, Oxford House, Pukatawagan, Shamattawa, South Indian Lake, Tadoule Lake, Thicket Portage, Wabowden and surrounding areas.

**A.F.M. Northern Region**

Polaris Place  
23 Nickel Road  
Thompson, MB R8N 0Y4  
Phone: 204-677-7300  
Toll free: 1-866-291-7774  
E-mail: northreg@afm.mb.ca

**A.F.M. Flin Flon**

Locations served: Cranberry Portage, Flin Flon, Sheridan, Snow Lake and surrounding areas.

**A.F.M. Flin Flon**

32 Main Street  
Flin Flon, MB R8A 1J6  
Phone: 204-687-1770

**A.F.M. The Pas**

Locations served: Cormorant, Easterville, Grand Rapids, Moose Lake, The Pas and surrounding areas. Impaired Drivers' Program serves the Cranberry Portage, Flin Flon, Sheridan and Snow Lake areas.

**A.F.M. The Pas**

P.O. Box 2039  
168-2nd Street West  
The Pas, MB R9A 1L7  
Phone: 204-627-8140

### OTHER RESOURCES

#### **Addictions Recovery**

This non-profit foundation offers residential support programs for alcohol and drug abusers at two half-way houses for men (18 years and older).

#### **Addictions Recovery**

Box 25005  
RPO West Kildonan  
93 Cathedral Avenue  
Winnipeg, MB R2W 0W7  
204-586-2550

#### **Alcoholics Anonymous**

This self-help organization supports people with alcohol abuse problems who want to deal with their addictions.

#### **Alcoholics Anonymous**

208-323 Portage Avenue  
Winnipeg, MB R3B 2C1  
Phone: 204-942-0126  
Toll free: 1-877-942-0126  
E-mail: aambco@mts.net  
Website: [www.aamanitoba.org](http://www.aamanitoba.org)

#### **Behavioural Health Foundation Inc.**

The Behavioural Health Foundation Inc. (formerly the St. Norbert Foundation Inc.) provides long-term, accredited, residential programming for men, women, youth and family units experiencing a variety of addictions or co-occurring disorders. The therapeutic community is designed to offer graduated opportunities for equipping a person with the vocational, intellectual and communicative skills necessary for successful integration into society free of addictive behaviours. Emphasis is placed on promoting healthy living and teaching clients to make positive lifestyle choices.

**The Behavioural Health Foundation Inc.**

Box 250, 35 ave de la Digue  
St. Norbert, MB R3V 1L6  
E-mail: info@bhf.ca  
Website: www.bhf.ca

**Men's, Women's and Family and Youth Treatment and  
Addiction Services**

Phone: 204-269-3430  
Fax: 204-269-8049

**Female Youth Services (formerly Kirkos House)**

Phone: 204-261-6111  
Fax: 204-275-2099

**Male Youth Services (formerly Selkirk Healing Centre)**

Phone: 204-482-9712  
Toll free: 1-800-708-4442  
Fax: 204-482-9717

**Narcotics Anonymous**

Narcotics Anonymous is a non-profit organization that co-ordinates self-help groups throughout the province to support addicts who want to stop using street or prescription drugs, or alcohol.

**Narcotics Anonymous**

Phone: 204-981-1730 (Winnipeg)  
Phone: 204-727-2601 (Brandon)



## NOTES

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Looking for affordable housing can be frustrating, especially for single parents with limited incomes. The best place to start is the classified section of the daily newspaper, or in the ***Renter's Guide***, which is available free at most supermarkets.

A landlord cannot refuse an apartment to anyone, based on economic status (ex: receiving assistance), marital status, race, religion, gender or sexual orientation.

After looking at an apartment, the landlord will give you an application to fill out asking for your name, address, source of income, etc. Once all applications for an apartment have been reviewed, the landlord will contact the most suitable tenant and ask that a lease be signed, either on a yearly or month-to-month basis. While most leases are standard, it is important to look at sections where the landlord may have written in changes.

The following list provides some telephone numbers for housing information and resources.

### **SUBSIDIZED HOUSING**

#### **S.A.M. (Management) Inc.**

S.A.M. Inc. is a non-profit corporation that provides rental units to families or seniors with low incomes.

#### **S.A.M. (Management) Inc.**

425 Elgin Avenue  
Winnipeg, MB R3A 1P2  
Phone: 204-942-0991  
Fax: 204-957-5829  
E-mail: [admin@sam.mb.ca](mailto:admin@sam.mb.ca)  
Website: [www.sam.mb.ca](http://www.sam.mb.ca)

### **M.A.P.S. Housing Co-op Ltd.**

M.A.P.S. Housing Co-op is a not-for-profit housing co-operative located in the North End.

#### **M.A.P.S. Housing Co-op Ltd. (Murdoch Management)**

757 Henderson Highway  
Winnipeg, MB R2K 2K7  
Phone: 204-982-2000  
Toll free: 1-800-543-6118  
Fax: 204-669-4509  
E-mail: [info@lifelease.ca](mailto:info@lifelease.ca)  
Website: [www.lifelease.ca](http://www.lifelease.ca)

### **Winnipeg Housing Rehabilitation Corporation**

This corporation buys buildings in the core area of the city and converts them into moderate and low-income housing units. Rental is based on income level.

#### **Winnipeg Housing Rehabilitation Corporation**

60 Frances Street  
Winnipeg, MB R3A 1B5  
Phone: 204-949-2880  
Fax: 204-947-9183  
E-mail: [info@whrc.ca](mailto:info@whrc.ca)  
Website: [www.whrc.ca](http://www.whrc.ca)

### **Manitoba Housing and Community Development**

Manitoba Housing and Community Development promotes housing renewal and shelter programs, the development of low-cost housing with income-sensitive subsidized rent for families, pensioners and disabled persons. Financial assistance is provided to non-profit groups and corporations that supply housing.

#### **Manitoba Housing and Community Development**

102-114 Garry Street  
Winnipeg, MB R3C 1G1  
Phone: 204-945-2197  
Toll free: 1-877-587-6224  
Fax: 204-945-3930  
E-mail: [provservice@gov.mb.ca](mailto:provservice@gov.mb.ca)  
Website: [www.gov.mb.ca/housing](http://www.gov.mb.ca/housing)

Manitoba Housing and Community Development offers a variety of programs which include: subsidized rental accommodations, rental assistance, cooperative housing assistance, home repair/renovations assistance, affordable housing programs. Please see their website for further details on the programs within these streams.

Three of the programs offered by Manitoba Housing and Community Development are as follows:

- 1) **Home Owner Emergency Loan Program** helps low-income home owners by providing a loan to pay for emergency repairs that affect the health or safety of occupants.

**Manitoba Housing – Housing Programs**

Main floor, 280 Broadway

Winnipeg, MB R3C 0R8

Phone: 204-945-5566 (in Winnipeg)

Toll free: 1-866-689-5566

Website: [www.gov.mb.ca/fs/housing/index.html](http://www.gov.mb.ca/fs/housing/index.html)

- 2) **The Manitoba Shelter Benefit** is a monthly benefit to help low income seniors, families and persons with a disability, pay their rent. The benefit replaces the Shelter Assistance for Elderly Renters (SAFER) and Shelter Assistance for Family Renters (SAFFR) programs.

**Manitoba Shelter Benefit**

102-114 Garry Street

Winnipeg, MB R3C 1G1

Phone: 204-945-2197

Toll free: 1-877-587-6224

TTY: 204-948-3698

Fax: 204-945-3930

E-mail: [provsvc@gov.mb.ca](mailto:provsvc@gov.mb.ca)

Website: [www.gov.mb.ca/fs/housing/shelterbenefit.html](http://www.gov.mb.ca/fs/housing/shelterbenefit.html)

- 3) **Manitoba Housing** provides quality housing at an affordable price to low-income seniors, families and those whose income is too low to find affordable housing in the private market. Rent is based on a percentage of the household's total gross income. For example: a single person (studio apartment) = 25% of total

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gross income; couples and families (one bedroom or more) =  
27% of total gross income.

### **Manitoba Housing**

Application Services

100-185 Smith Street

Winnipeg, MB R3C 3G4

Phone: 204-945-4663

Toll free: 1-800-661-4663

Fax: 204-948-2013

Website: [www.gov.mb.ca/housing/mha.html](http://www.gov.mb.ca/housing/mha.html)

Manitoba Housing requires several documents to be submitted with an application for housing. Before attending an office, it is beneficial to call and ask which documents you will need to bring.

### **Manitoba Housing Offices In Winnipeg:**

#### **Brooklands**

312 Blake Street

Winnipeg, MB R3E 2Z4

204-945-5570

#### **Central Park**

355 Kennedy Street

Winnipeg, MB R3B 3B8

204-945-6272

#### **Downtown South**

100-185 Smith Street

Winnipeg, MB R3C 3G4

204-945-3884

#### **Fort Rouge/Fort Garry/St. Vital**

Unit D-1026 St. Mary's Road

Winnipeg, MB R2M 3S6

204-945-4899

#### **Lord Selkirk**

269 Dufferin Avenue

Winnipeg, MB R2W 2X8

204-945-3431

#### **North East**

600 Panet Road

Winnipeg, MB R2L 2B1

204-945-3555

#### **North End**

400A Logan Avenue

Winnipeg, MB R3A 0R1

204-945-7823

#### **St. James**

15-659 Cavalier Drive

Winnipeg, MB R2Y 1Y1

204-945-4758

**St. Boniface Bilingual Service Centre**

100-614 rue Des Meurons  
Winnipeg, MB R2H 2P9  
Phone: 204-945-6019  
Toll free: 1-866-267-6114 (Manitoba)  
E-mail: csbsc@gov.mb.ca

**Rural and Northern District Manitoba Housing offices:**

Rural residents should send their signed application form to the closest rural district office and Manitoba Housing will get certified copy of their most recent income tax returns.

**Altona (North Central)**

Box 1570  
67-2nd Street, Northeast  
Altona, MB R0G 0B0  
Phone: 204-324-5308  
Toll free: 1-800-480-5554

**Brandon (South West)**

253-9th Street  
Brandon, MB R7A 6X1  
Phone: 204-726-6455  
Toll free: 1-800-651-8217

**Churchill (Churchill)**

Box 448, 32 Hudson Square  
Churchill, MB R0B 0E0  
Phone: 204-675-8838

**Dauphin (Parkland East)**

27-2nd Avenue Southwest  
Dauphin, MB R7N 3E5  
Phone: 204-622-2092  
Accepts Collect Calls

**Gimli (Interlake)**

Box 1680, 122-5th Avenue  
Gimli, MB R0C 1B0  
Phone: 204-642-6060  
Toll free: 1-888-642-6066

**Portage la Prairie  
(North Central)**

317-25 Tupper Street North  
Portage la Prairie, MB R1N 3K1  
Phone: 204-239-3680  
Toll free: 1-866-440-4663

**Roblin (Parkland West)**

Box 1028, 117-2nd Avenue North  
Roblin, MB R0L 1P0  
Phone: 204-937-6474  
Toll free: 1-888-567-8125

**Selkirk (Eastman/Interlake)**

102-235 Eaton Avenue  
Selkirk, MB R1A 0W7  
Phone: 204-785-5228  
Toll free: 1-800-441-5514

**Swan River (Parkland West  
Satellite Office)**

Box 250, 516 Main Street  
Swan River, MB R0L 1Z0  
Phone: 204-734-4297  
Accepts Collect Calls

**The Pas (Northern)**

Box 2550, 214 Fischer Avenue  
The Pas, MB R9A 1M4  
Phone: 204-627-8355  
Toll free: 1-800-778-4311

## **HOUSING**

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### **Bilingual Service Centres:**

#### **Red River Region Bilingual Service Centre**

P.O. Box 98, 427 Sabourin Street  
St. Pierre-Jolys, MB R0A 1V0  
Phone: 204-433-2578  
Toll free: 1-866-563-2362  
E-mail: csbsc@gov.mb.ca

#### **Mountain Region Bilingual Service Centre**

Centre Dam Benoit - 51 Rogers Street  
Notre Dame de Lourdes, MB R0G 1M0  
Phone: 204-248-7270  
Toll free: 1-866-267-6114 (in Manitoba)  
E-mail: csbsc@gov.mb.ca

### **EMERGENCY HOUSING**

#### **Salvation Army – Women's Services**

The Salvation Army provides temporary shelter for deserted or homeless women and their children. They also provide a referral service.

#### **Salvation Army – Women's Services**

7th Floor, 180 Henry Avenue  
Winnipeg, MB R3B 0J8  
Phone: 204-946-9402  
Fax: 204-943-8898

#### **Siloam Mission – Hannah's Place**

In May 2007, Siloam Mission opened Hannah's Place, an emergency shelter with 101 single beds, a five bed family room, individual shower stalls and staff for transition support and safety.

#### **Hannah's Place**

300 Princess Street, 2nd floor  
Winnipeg, MB R3B 1M3  
Phone: 204-956-4344  
Fax: 204-956-0956  
E-mail: info@siloam.ca  
Website: www.siloam.ca



**Rural and Northern Emergency Housing:****The Pas Homeless Shelter**

Suite A-344 Ross Avenue

The Pas, MB

Phone: 204-627-7515

**Thompson Homeless Shelter**

115 Churchill Drive

Thompson, MB

Phone: 204-627-7515

**YWCA of Thompson**

39 Nickel Road

Thompson, MB R8N 0Y5

Phone: 204-778-6341

Fax: 204-778-5308

**OTHER RESOURCES****Residential Tenancies Branch (RTB)**

The Residential Tenancies Branch is part of Manitoba Finance, Consumer and Corporate Affairs Division. The four main roles of this branch are to provide information, investigation, mediation and adjudication for landlords and tenants.

Any difficulties with a landlord may be referred to the RTB. Fact sheets are available on: security deposits, rent increases, giving notice, condition reports, subletting, right of entry and privacy, rights and responsibilities and repairs.

**RTB Offices:**

302-254 Edmonton Street

Winnipeg, MB R3C 3Y4

Phone: 204-945-2476

Toll free: 1-800-782-8403

Fax: 204-945-6273

E-mail: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

Website: [www.gov.mb.ca/cca/rtb](http://www.gov.mb.ca/cca/rtb)

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340 9th Street, Room 157  
Brandon, MB R7A 6C2  
Phone: 204-726-6230  
Toll free: 1-800-656-8481  
Fax: 204-726-6589

113-59 Elizabeth Drive  
Thompson, MB R8N 1X4  
Phone: 204-677-6496  
Toll free: 1-800-229-0639  
Fax: 204-677-6415

Below is a list of organizations in Manitoba that provide support services to immigrants and refugees.

### **GOVERNMENT OF MANITOBA IMMIGRATION DIVISION**

The [www.immigratemanitoba.com](http://www.immigratemanitoba.com) website features information on: Your First Few Weeks in Manitoba, Travel, Shopping and Banking, Housing, Education, Recognition of Foreign Qualifications, Employment, Health and Safety, Laws in Manitoba, Enjoying Life in Manitoba, Information Services and Sponsoring Someone to Come to Canada. Most provincial government programs relating to this division are managed at 213 Notre Dame Avenue in Winnipeg.

#### **Manitoba Labour and Immigration (LIM)**

Immigration Division  
213 Notre Dame Avenue  
Winnipeg, MB R3B 1N3  
Phone: 204-945-6300  
Toll free: 1-800-665-8332  
E-mail: [immigratemanitoba@gov.mb.ca](mailto:immigratemanitoba@gov.mb.ca)  
Website: [www.immigratemanitoba.com](http://www.immigratemanitoba.com)

#### **Provincial Nominee Program**

Location: 7th Floor  
Phone: 204-945-2806  
Toll free: 1-800-665-8332 (from rural Manitoba)  
International: 001-204-945-2806  
Fax: 204-948-2256

#### **Adult Language Training Branch**

Location: 5th Floor  
Phone: 204-945-6300

#### **Multiculturalism Secretariat (Manitoba Culture, Heritage and Tourism)**

Location: 5th Floor  
Phone: 204-945-5632

### **Integration Services**

Location: 4th Floor

Phone: 204-945-5432

### **Nominee Application Centre (Immigrant Centre)**

The Nominee Application Centre (NAC) is a joint initiative between LIM and the Immigrant Centre (formerly the International Centre). The Nominee Application Centre services include: Regular MPNP information sessions; one-on-one consultation; notary services; referrals to other community resources.

### **Nominee Application Centre (Immigrant Centre)**

100 Adelaide Street

Winnipeg, MB R3A 0W2

Phone: 204-943-2240

Email: [info@icmanitoba.com](mailto:info@icmanitoba.com)

Website: [www.icmanitoba.com](http://www.icmanitoba.com)

### ***Living in Manitoba: A Resource Guide for Immigrant Women***

was created by the Manitoba Status of Women. The guide provides information to help immigrant women successfully transition to their new way of life in Manitoba. It gives practical information on a variety of issues including legal rights, housing, child care and dressing for Manitoba weather. The guide is available online or by contacting:

### **Manitoba Status of Women**

Phone: 204-945-6281

Toll free: 1-800-263-0234

Website: [www.manitoba.ca/msw](http://www.manitoba.ca/msw)

### **Service Canada Centres**

Service Canada offers single window access to a wide range of federal government programs and services with more than 595 service access points through offices across the country, call centers, and the Internet. They can help you find information on: education, training, employment, health, housing, immigration, income assistance, legal assistance, personal documents and savings plans, etc.

There are nearly 50 centres throughout Manitoba. To find the one nearest to you:

### **Service Canada Centres**

Toll free: 1-800-O-CANADA (1-800-622-6232)

TTY: 1-800-926-9105

Phone-in hours: 8:00 a.m. to 8:00 p.m. in Manitoba

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### **Government of Canada Foreign Credentials Referral Office**

This office can provide access to the federal government's Foreign Credentials Referral Office (FCRO) which helps internationally trained individuals find the information and resources they need to have their credentials assessed and recognized.

Toll free: 1-888-854-1805

TTY: 1-800-926-9105

Website: [www.credentials.gc.ca](http://www.credentials.gc.ca)

## **COMMUNITY RESOURCES**

### **Accueil francophone**

Accueil francophone offers settlement services for French-speaking immigrants, including initial welcome and orientation, needs assessment and referral to essential services.

### **Accueil francophone**

104-420 rue Des Meurons

Winnipeg, MB R2H 2N9

Phone: 204-975-4250

Fax: 204-231-0544

Website: [www.accueilfrancophonemb.com](http://www.accueilfrancophonemb.com)

### **Bilingual Service Centre**

The centre offers a range of federal, provincial and municipal services, as well as community-based organizations under one roof.

#### **Bilingual Service Centre**

100-614 rue Des Meurons  
Winnipeg, MB R2H 2P9  
Phone: 204-945-6220  
Fax: 204-948-3020  
Website: [www.csbsc.mb.ca](http://www.csbsc.mb.ca)

### **N.E.E.D.S. Centre for War Affected Families**

This organization, operating under N.E.E.D.S. Inc., provides service, support and referral to refugees, war affected children, youth, victims of torture and their families. Services include counselling and referrals, language training, children and youth programs and family activities.

#### **Centre for War Affected Families**

251A Notre Dame Avenue  
Winnipeg, MB R3B 1N8  
Phone: 204-940-1260  
Fax: 204-940-1272  
E-mail: [needsinc@mts.net](mailto:needsinc@mts.net)  
Website: [www.needsinc.ca](http://www.needsinc.ca)

### **Employment Projects of Winnipeg**

See entry under Employment/Education/Training – Community Resources for this agency.

#### **Employment Projects of Winnipeg**

990-167 Lombard Avenue  
Winnipeg, MB R3B 0V3  
Phone: 204-949-5300  
Fax: 204-944-9918  
E-mail: [epwinc@epw.ca](mailto:epwinc@epw.ca)  
Website: [www.epw.ca](http://www.epw.ca)

**Employment Solutions for Immigrant Youth**

This program is for immigrant youth between 15 and 30 years of age who are receiving income assistance and/or are self-supporting.

**Employment Solutions for Immigrant Youth**

200-249 Notre Dame Avenue

Winnipeg, MB R3B 1N8

Phone: 204-944-8833

Fax: 204-944-8787

E-mail: [employmentsolutions@mts.net](mailto:employmentsolutions@mts.net)

Website: [employmentsolutionsforimmigranyouth.mb.ca](http://employmentsolutionsforimmigranyouth.mb.ca)

**Fort Garry Community Network Immigrant and Refugee Outreach Program**

This program lists services for newcomers in the Fort Garry/Fort Richmond areas of Winnipeg. Services include home visits and information for newcomers and community meetings for newcomers.

**Fort Garry Community Network**

Immigrant and Refugee Outreach Program

c/o 262 Dalhousie Drive

Winnipeg, MB R3T 2Z1

Phone: 204-261-0163

Fax: 204-261-8374

**The Immigrant Centre (formerly The International Centre)**

The centre offers settlement and support services to independent and family class immigrants, and provides individual assessments. Services include a language bank that offers translation and interpretation. Nutrition classes, citizenship classes, driver education, computer workshops, ESL conversation circles, professional enhancement and outreach services are also provided.

**The Immigrant Centre**

100 Adelaide Street

Winnipeg, MB R3A 0W2

Phone: 204-943-9158

Fax: 204-949-0734

E-mail: [info@icmanitoba.ca](mailto:info@icmanitoba.ca)

Website: [www.immigrantcentremanitoba.com](http://www.immigrantcentremanitoba.com)



### **Immigrant Women's Association of Manitoba**

The Immigrant Women's Association helps immigrant women and deals with immigrant women's issues. Referrals are provided as well as a drop-in centre on Saturdays from 10:00 a.m. to 1:00 p.m.

#### **Immigrant Women's Association of Manitoba**

Library, University of Winnipeg  
4th floor, 515 Portage Avenue  
Winnipeg, MB R3B 2E9  
Phone: 204-989-5800  
Fax: 204-989-5801  
E-mail: iwam@uwinnipeg.ca

### **Immigrant Women's Counselling Services**

See entry under Abuse – Other Abuse-related Resources

### **Jewish Child and Family Service**

This organization provides settlement to newcomers of Jewish ancestry, including pre-immigration assistance, assessment, resettlement assistance, referral to vocational training, individual and group psychosocial interventions and support groups on resettlement related topics and issues. Volunteer programs match newcomers with Jewish families. Services are provided in Spanish, Russian and Hebrew.

#### **Jewish Child and Family Service**

C200-123 Doncaster Street  
Winnipeg, MB R3N 2B2  
Phone: 204-477-7430  
Fax: 204-477-7450  
Website: [www.jcfswinnipeg.org](http://www.jcfswinnipeg.org)

### **Klinic Community Health Centre**

See entry under Health – Health Resource Centres and Services for this agency.

### **Mount Carmel Clinic Cross-Cultural Counselling Program**

This program provides counselling and support for immigrants, refugees, victims of torture and other newcomers experiencing

mental health difficulties and stresses resulting from culture change, or traumatic events before coming to coming to Canada. Services are offered in Mandarin, Punjabi, Hindi, Spanish, Tagalog, Vietnamese, Laotian, Thai, Urdu and Portuguese.

**Mount Carmel Clinic Cross-Cultural Counselling Program**

886 Main Street  
Winnipeg, MB R2W 5L4  
Phone: 204-589-9420  
Fax: 204-582-1341

**Nine Circles Community Health Centre**

Please see entry under Health – Health Resource Centres and Services for this agency.

**Occupational Health Centre**

Trainers from the Filipino, Punjabi, Salvadoran and Vietnamese communities provide education, workshops and help communities on health and safety issues at work. Services are offered in several languages. Doctors see workers who have work-related injuries or illnesses, and provide medical opinions on workers.

**Occupational Health Centre**

102-275 Broadway Avenue  
Winnipeg, MB R3C 4M6  
Phone: 204-949-0811  
Toll free: 1-888-843-1229  
Fax: 204-956-0848  
Website: [www.mflohc.mb.ca](http://www.mflohc.mb.ca)

### **Pluri-elles**

Services are available for all French-speaking Manitobans, including individual and group counselling for women, a community action program for children, job search help for women and men, basic computer training, French language literacy program, General Education Degree (GED) preparation in French and a resource centre.

#### **Pluri-elles**

570 Des Meurons Street  
Winnipeg, MB R2H 2P8  
Phone: 204-233-1735  
Toll free: 1-800-207-5874  
Website: [www.pluri-elles.mb.ca](http://www.pluri-elles.mb.ca)

### **Sexuality Education Resource Centre (SERC)**

In addition to their regular services, SERC offers services, programs and brochures specifically for immigrant and refugee families in Manitoba.

See entry under Health – Health Resource Centres and Services for this agency.

### **Society for Manitobans with Disabilities Ethnocultural Program**

This program helps immigrant adults and children with disabilities find appropriate services in the community. A range of supports and staff, from different cultural groups who speak a variety of languages, are available.

#### **Society for Manitobans with Disabilities**

Ethnocultural Program  
825 Sherbrook Street  
Winnipeg, MB R3A 1M5  
Phone: 204-975-3010  
Toll free: 1-866-282-8041  
Fax: 204-975-3073  
TTY: 204-975-3012  
TTY Toll free: 1-800-225-9108  
E-mail: [info@smd.mb.ca](mailto:info@smd.mb.ca)  
Website: [www.smd.mb.ca/ethno\\_cultural\\_services.aspx](http://www.smd.mb.ca/ethno_cultural_services.aspx)

**Success Skills Centre**

The centre offers job and career counselling assistance for highly skilled and professional immigrants. The program includes intensive job search workshops and support with resume preparation, cover letters, interviewing and self-marketing, specific occupation/labour market analysis, volunteer occupational-related internships/work experience and job placements. A computer lab and Internet access available onsite.

**Success Skills Centre**

440-500 Portage Avenue  
Winnipeg, MB R3C 3X1  
Phone: 204-975-5111  
Fax: 204-975-5108  
E-mail: [ssc@successskills.mb.ca](mailto:ssc@successskills.mb.ca)  
Website: [www.successskills.mb.ca](http://www.successskills.mb.ca)

**Victor Mager Adult Education and Training – Job Re-entry Program**

This employment assistance program offers guidance, support and training needed to pursue employment, as well as educational upgrading and vocational training. Participants must meet Employment Insurance (EI), Employment and Income Assistance (EIA) or National Child Benefit (NBC) criteria.

**Victor Mager Job Re-entry Program**

533 St. Anne's Road  
Winnipeg, MB R2M 3E8  
Phone: 204-254-1618  
Fax: 204-255-2129  
E-mail: [support@victormager.ca](mailto:support@victormager.ca)  
Website: [www.victormager.ca](http://www.victormager.ca)

### **Welcome Place – Manitoba Interfaith Immigration Council**

Settlement services for government-assisted and privately sponsored refugees, refugee claimants. Services include: initial reception and accommodations, orientation, needs assessment and referral, adjustment counselling and support, interpretation and translation services, inland protection, private sponsorship, support to sponsoring groups and volunteer services.

#### **Welcome Place**

397 Carlton Street  
Winnipeg, MB R3B 2K9  
Phone: 204-977-1000  
Fax: 204-956-7548  
Website: [www.miic.ca](http://www.miic.ca)

### **Winnipeg English Language Assessment and Referral Centre**

This Centre administers English language assessments that measure listening, speaking, reading and writing skills. This information is used to make referrals to English as an Additional Language (EAL) classes.

#### **Winnipeg English Language Assessment and Referral Centre**

4th Floor, 275 Portage Avenue  
Winnipeg, MB R3B 2B3  
Phone: 204-943-5387  
E-mail: [info@welarc.net](mailto:info@welarc.net)  
Website: <http://welarc.imd.miupdate.com>

### **Winnipeg YMCA-YWCA – Winnipeg's Welcome Program**

This program provides newcomers to Canada and their families with a free 6-month membership to the YMCA-YWCA. For this program, newcomers are defined as those who have lived in Canada for less than four years. New members get help from the Newcomer Facilitator at the downtown branch, can participate in community development programs, get a chance to socialize with other newcomers and other Winnipeggers, and can keep active. There are also special programs like the Newcomer's women's fitness class.

To find out if you qualify, call 204-947-3110 ext.243.

**YMCA-YWCA of Winnipeg Downtown Branch**

301 Vaughn Street  
Phone: 204-947-3044

**YMCA-YWCA of Winnipeg West Portage Branch**

3550 Portage Avenue  
204-889-8052  
Website: [www.ywinnipeg.ca](http://www.ywinnipeg.ca)

**Alicia Rae Career Centre Inc. – Youth Employment Network**

The network is for youth between 16 and 30 years old who have preferably completed Grade 10 and are committed to job prospecting. It offers interactive three-week needs/skill assessment, motivational sessions and job readiness preparation; first aid/CPR certificate, basic computer courses; individual career planning/counselling; assistance with job placement and training opportunities; and settlement information for new immigrants. A training allowance and bus tickets are provided.

**Youth Employment Network**

440-500 Portage Avenue  
Winnipeg, MB R3C 3X1  
Phone: 204-975-1214 or 204-943-1947  
E-mail: [info@aliciarae.com](mailto:info@aliciarae.com)  
Website: [www.aliciarae.com](http://www.aliciarae.com)

**OUTSIDE WINNIPEG****Bilingual Service Centres**

The centres offer a range of federal, provincial and municipal services, as well as community-based organizations under one roof.

**Bilingual Service Centres**

51-55 Rodgers Street  
Notre Dame de Lourdes, MB R0G 1M0  
Phone: 204-248-7270  
Sans frais : 1-866-267-6114

427 Sabourin Street  
Saint Pierre-Jolys, MB R0A 1V0  
Phone: 204-433-3340  
Sans frais : 1-866-267-6114

### **South Central Settlement & Employment Services**

This facility provides settlement support services for newcomers in the south central region of Manitoba. Services include: information, orientation, housing liaison and integration support, school and community liaison; interpretation and translation services; and assessment and referral to community services as well as job search support.

#### **South Central Settlement & Employment Services**

100-571 Main Street  
Winkler, MB R6W 1G3  
Phone: 204-325-4059  
Fax: 204-325-4158

### **Steinbach and District Immigrant Settlement Program**

This facility provides settlement support services for newcomers to Steinbach and the southeast area. Services include: information, orientation, housing liaison and integration support, interpretation and translation services; assessment and referral to community services, job search support, school and community liaison, and host family and volunteer co-ordination.

#### **Steinbach & District Immigrant Settlement Program**

Unit 1, Chrysler Gate  
P.O. Box 1795  
Steinbach, MB R0A 2A0  
Phone: 204-326-6609  
Fax: 204-346-9710

### **WESLS Settlement Services**

This facility provides settlement and employment support services to newcomers and co-ordinates English as a Second Language classes in the Westman area, including Brandon, Boissevain, Kola, Roblin, Rossburn and Dauphin.

#### **WESLS Settlement Services**

729 Princess Street  
Brandon, MB R7A 0P4  
Phone: 204-727-6031  
Fax: 204-725-4786



For many single parents with dependent children, income security is a major concern. Income assistance is available to eligible Manitoba residents. Single parents with dependent children are eligible if there is insufficient income to meet the cost of basic necessities for their families.

### **EMPLOYMENT AND INCOME ASSISTANCE (EIA)**

EIA is a program of Family Services and Consumer Affairs. It is designed to assist people who are unable to pay for basic needs, such as food, clothing and housing. It may also cover emergency health costs such as medicine, dental work and eye glasses. EIA will also assist individuals to find work.

If you live in Winnipeg, contact:

#### **Downtown East Employment and Income Assistance Office**

2 – 111 Rorie Street  
Winnipeg, MB R3B 3N1  
Phone: 204-948-4087

If you live outside Winnipeg, go to your regional Family Services office, or call toll free 1-800-626-4682.

### **Required Documents**

It is important to have all necessary documents ready, as indicated in the application form. Photocopies of identification documents supplied by the applicant or participant are not to be accepted under any circumstances. When an individual is unable to supply the appropriate identification documents, the director or designate may authorize assistance pending receipt of the documents.

### **Reporting Changes**

Any changes that could affect eligibility or the amount of income assistance a person is entitled to must be reported immediately. An example would be if one of the children has gone to live with the other parent.



## **INCOME ASSISTANCE**

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### **Annual Review**

Once a year, an Annual Review Form will have to be completed. This will document personal income and expenditures over the last 12 months. It is necessary to note any underpayment in utilities as verified by the receipts.

### **HEALTH NEEDS**

Employment and Income Assistance provides a Health Services card after three months of enrolment. It is renewed every three months. This allows the client to get prescription medicine and approved dental and optical services not covered by the Manitoba Health Services Commission.

If the client gets a job, he or she may be allowed to keep a Health Services card for up to one year if it is required.

**Note:** The Health section of this document offers information on additional health tips.

### **MAINTENANCE**

#### **Child Support**

Child or spousal support orders and agreements from a former partner must be declared to the Employment and Income Assistance (EIA) program. These will be deducted from the monthly EIA payment. EIA requires sole-support parents to take steps to get child support if they have not already done so. These spousal and child support payments continue even when income assistance is no longer required.

#### **Children's Earnings**

An EIA counsellor will be able to provide information on regulations covering a child's earnings. Older children may be earning money to meet some of their own needs. In some cases, this income may be significant enough to affect a family's eligibility for EIA.

## **HOME REPAIRS**

Ownership of a home may qualify an EIA client for funds to complete essential home repairs (up to \$200 annually).

### ***EIA clients:***

- are permitted to own a car. However, they are responsible for the Autopac insurance, repairs, etc.
- who are single parents, are allowed savings of up to \$1,000 per person, \$2,000 with one dependent and \$500 for additional dependents, up to a maximum of \$3,000 per family. However, this does not apply to short-term assistance.
- are permitted to keep cash or material gifts under \$100 provided they are not received on a regular basis.
- are permitted to keep GST refund cheques, provincial tax credits, the Federal Child Tax Benefit (except for the national supplementary benefit portion for children seven years old or more) and personal income tax returns without deduction from EIA payments. Income tax returns for single employable individuals are treated differently. It is wise to keep a record of these exempted sources of income.

### **File Folder and Journal**

Make up a file with all the necessary documents and keep a journal to record questions for your meeting with legal, financial or other service providers. It may also be helpful to keep a record of all phone calls, names of contacts, dates and times. Take document file with you to meetings with a counsellor, lawyer or education agency.

## **THE APPEAL PROCESS**

### **Social Services Appeal Board**

Under *The Employment and Income Assistance Act*, you can appeal if you were not allowed to apply for EIA, if your application was denied, your assistance was cancelled, suspended, reduced or withheld, or you think your assistance amount is not enough to meet your basic needs. An appeal must be done in writing within 30 days after receiving notification of the decision.

## **INCOME ASSISTANCE**

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### **Social Services Appeal Board**

7th floor, 175 Hargrave Street  
Winnipeg, MB R3C 3R8  
Phone: 204-945-3003  
Toll free: 1-800-282-8069 ext 3003  
Fax: 204-945-1736

## **OTHER RESOURCES**

### **Manitoba Child Benefit**

The Manitoba Child Benefit (MCB) replaced the Child Related Income Support Program (CRISP). The MCB provides monthly benefits to help families needing assistance with the cost of raising children. Under the MCB, maximum monthly benefits increased, benefits are available to families at higher income levels, and assets are no longer to be considered when calculating eligibility for benefits. More information, including eligibility criteria and allowable income ranges is available through an online pamphlet.

### **Manitoba Child Benefit**

Provincial Services, Income Supplement Office  
P.O. Box 3000  
Killarney, MB R0K 1G0  
Phone: 204-523-5230  
Toll free: 1-800-563-8793  
Fax: 204-523-5240  
E-mail: [incsupcrspe@gov.mb.ca](mailto:incsupcrspe@gov.mb.ca)  
Website: [www.gov.mb.ca/asset\\_library/en/mcb\\_brochure.pdf](http://www.gov.mb.ca/asset_library/en/mcb_brochure.pdf)

### **Community Financial Counselling Services**

For a nominal fee, this organization will help develop a money management plan. It can also provide personal income tax preparation, speakers on financial management and budgeting, courses on income tax preparation and basic money management. (See Income Assistance – Other Resources). **You must call ahead to make an appointment with a counsellor.** Referrals from the Addictions Foundation of Manitoba for problem gambling will take two days.

### **Community Financial Counselling Services**

3rd Floor, 238 Portage Avenue

Winnipeg, MB R3C 0B1

Phone: 204-989-1900

Toll free: 1-888-573-2383

Fax: 204-989-1908

## NOTES

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Friends, family members and counsellors at women's resource centres are useful when you need a recommendation for lawyers to help with divorce, separation, custody, support and other legal issues. A lawyer should offer 15 to 30 minutes of free consultation to provide an opportunity to explain circumstances and determine needs. For example, needs can range from the custody of children to legal separation and divorce.

In addition to legal services, victims of abuse may choose to access the support services of some organizations listed in the Abuse and Support for Families sections of this document.

### **Questions to Ask a Lawyer**

- What is the legal fee, or an estimate of the cost required (in writing), to complete the necessary legal process(es)?
- What types of legal financial assistance are available?
- Will this lawyer accept a case which qualifies for legal subsidy from Legal Aid?
- What is the legal process and what will be the expected result?
- How long is this procedure estimated to take?

### **LEGAL AID MANITOBA**

Legal Aid Manitoba may provide the services of a lawyer for a small fee, or without charge, depending upon the client's income. This service may be used for separation and divorce, including any legal steps such as obtaining restraining orders, child custody, maintenance payments and child protection.

Legal Aid has published a 22-page brochure, ***Legal Aid...When You Can't Afford A Lawyer***. It is available at Legal Aid offices and describes its services in detail. Most single parents who receive EIA or who are low income earners should qualify for legal aid. A woman who is still living with her husband, but wants a separation, may apply for legal aid. Eligibility for this is not affected by a former partner's qualifications for the same assistance.

Even if an applicant's income is too high for legal aid, it is still wise to apply, in case a full or partial contribution is awarded. These programs are offered on low cost or sliding scale payment plans.

Arrangements can be made with Legal Aid to provide a lawyer for people in rural areas where Legal Aid services are not available.

Legal costs do not have to be repaid once a case is closed, regardless of future employment, inheritance or lottery winnings. However, there may be an expectation of payment of some or all legal fees if there is a substantial financial divorce settlement. The lawyer will negotiate with Legal Aid to determine the exact amount of repayment.

A home owner, who is eligible for Legal Aid, may be asked to sign a Charge on Land, allowing Legal Aid to file a lien against the property. If, and when, the home is sold, Legal Aid has to be repaid for its services. The lien will cover the amount of the lawyer's bill. This lien procedure applies even if the home is mortgaged, or the ex-partner is still a joint owner. The Charge on Land department of Legal Aid may be contacted at any time to determine the full amount of the lien. The amount may be paid when possible, whether it is in full, or on a monthly basis without interest.

**Note:** Under no circumstances will Legal Aid force the sale or re-mortgaging of a home to pay a bill for its legal services.

**Website:** [www.legalaid.mb.ca](http://www.legalaid.mb.ca)

### **Legal Aid Manitoba**

#### **Administration Office**

402-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-8500 (inquiries)  
Toll free: 1-800-261-2960  
Fax: 204-944-8582

#### **Agassiz Law Office**

*(handles criminal and family cases for adults and youth)*  
416-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-5230  
Toll free: 1-800-300-2307  
Fax: 204-985-5237



**Criminal Law Office**

*(handles criminal and family cases for adults and youth)*

514 St. Mary Avenue  
Winnipeg, MB R3C 0N6  
Phone: 204-985-8570 (inquiries)  
Toll free: 1-800-672-1043  
Fax: 204-774-7504

**Public Interest Law Centre**

610-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-8540  
Toll free: 1-800-261-2960  
Fax: 204-985-8544

**Somerset Law Office**

*(includes the Family, Criminal, Poverty and Child Protection Units)*

308-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-8550  
Toll free: 1-800-766-2148  
Fax: 204-956-4146

**Rural and Northern Offices****Northlands Community Law Centre**

P.O. Box 2429  
236 Edwards Avenue  
The Pas, MB R9A 1M2  
Phone: 204-627-4820  
Toll free: 1-800-268-9790  
Fax: 204-627-4838

**University Law Centre**

Faculty of Law  
101 Robson Hall  
University of Manitoba  
Winnipeg, MB R3T 2N2  
Phone: 204-985-5206 (inquires)  
Fax: 204-474-7580

**Winnipeg Application Centre**

300-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-8500

**Winnipeg Law Office**

*(handles criminal and family cases for adults and youth)*

807-294 Portage Avenue  
Winnipeg, MB R3C 0B9  
Phone: 204-985-9732  
Toll free: 1-800-261-2960  
Fax: 204-942-7362

**Parklands Community Law Centre**

31-3rd Avenue Northeast  
Dauphin, MB R7N 0Y5  
Phone: 204-622-7000  
Toll free: 1-800-810-6977  
Fax: 204-622-7029

## LEGAL

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### **Thompson Community Law Centre**

3 Station Road  
Thompson, MB R8N 0N3  
Phone: 204-677-1211  
Toll free: 1-800-665-0656  
Fax: 204-677-1220

### **Westman Community Law Centre**

236-11th Street  
Brandon, MB R7A 4J6  
Phone: 204-729-3484  
Toll free: 1-800-876-7326  
Fax: 204-726-1732

Information and free advice can be obtained at any of the community law centres operated by the Legal Aid Society.

### **Winnipeg Legal Aid Drop-In Centre**

3rd floor, 294 Portage Avenue. Open Tuesdays, Wednesdays, and Thursdays 1:30 p.m. to 6:00 p.m.  
People are seen on a first come, first served basis.

Phone: 204-985-8500  
Toll free: 1-800-261-2960

A \$25.00 application fee must be paid at the time of the application (unless you are an EIA client or you are in a shelter).

### **Poverty Law Office – Legal Aid Manitoba**

Lawyers at the Poverty Law Office provide legal advice and assistance about EIA, Canada Pension Plan benefits, Workers Compensation benefits and Manitoba Public Insurance claims. Clients can call 985-8550 in Winnipeg or attend the Legal Aid Drop in Clinic at 300-294 Portage Avenue for legal assistance.

## **SEPARATION AND DIVORCE**

It is possible to personally handle a straight forward divorce without a lawyer. ***The Divorce Guide for Manitoba*** is available on loan at the Winnipeg Public Library or can be bought at various stores. It contains a clear, concise description of the divorce process and includes sample forms.

## **LEGAL RESOURCES FOR FAMILIES**

### ***Family Law in Manitoba Booklet***

This booklet provides a wealth of information on family law and the legal system in Manitoba. Topics covered include marriage, separation, divorce, custody, support, adoption, change of name, death in the family, unmarried relationships and more.

The latest version of the ***Family Law in Manitoba*** booklet is available from Manitoba Justice; and can also be accessed online.

The Manitoba Justice Family Law Branch is located at:

1230-405 Broadway Avenue  
Winnipeg, MB R3C 3L6  
Phone: 204-945-0268  
Toll free: 1-800-282-8069 (ext. 0268)  
Website: [www.manitoba.ca/justice/family/law](http://www.manitoba.ca/justice/family/law)

### **Family Conciliation**

Sometimes lawyers will refer separating parents to Family Conciliation to help them resolve their separation issues. In other cases, the court may refer clients for mediation or **clients may refer themselves**. In mediation, a professional counsellor helps parents explore options about ongoing care of their children after separation. Issues discussed include developing a parenting plan for timesharing, decision-making responsibilities and communication. Parents may also choose to mediate financial issues.

It is important to remember that in mediation, the primary focus is on the needs of the children, not the adults. Mediation is a voluntary process. It is not personal therapy or marriage counselling, although the mediator can help parents obtain these services.

Family Conciliation also sponsors a support and education program for children ages eight to 13 who are experiencing conflict in their family over custody and access issues. For more information on Family Conciliation or to register for ***Caught in the Middle***, call the Family Conciliation office.

Separation and divorce can be a time of pain, confusion and sorrow for all involved. Both adults and children experience a sense of loss and may need help with issues concerning separation. A six-hour program, ***For the Sake of the Children***, can benefit both adults and children affected by separation and divorce. To register for a seminar in Winnipeg, please call ***For the Sake of the Children*** at 204-945-4257 in Winnipeg; or toll free 1-800-282-8069 ext. 4257 (8:30 a.m. to 4:30 p.m.).

To register for a seminar in rural or northern Manitoba, please call the nearest Family Conciliation branch.

Services are provided at no cost.

### **Family Conciliation**

2nd Floor, 379 Broadway Avenue

Winnipeg, MB R3C 0T9

Phone: 204-945-7236

Toll free: 1-800-282-8069 (Ext. 7236)

Fax: 204-948-2142

Website: [www.gov.mb.ca/fs/childfam/family\\_conciliation.html](http://www.gov.mb.ca/fs/childfam/family_conciliation.html)

### **Norman Regional Office**

143 Main Street

Flin Flon, MB R8A 1K5

Phone: 204-687-1730

Toll free: 1-866-443-2291

Fax: 204-687-1708

### **Parkland Region**

27-2nd Avenue Southwest

Dauphin, MB R7N 3E5

Phone: 204-622-2035

Toll free: 1-866-355-3494

Fax: 204-638-3278

**Thompson Regional Office**

Box 5, 59 Elizabeth Drive  
Thompson, MB R8N 1X4  
Phone: 204-677-6570  
Toll free: 1-866-677-6713  
Fax: 204-677-6517

**The Pas Office**

3rd & Ross Avenue, Box 2550  
The Pas, MB R9A 1M4  
Phone: 204-627-8221  
Toll free: 1-866-443-2292  
Fax: 204-623-8265

**Westman Regional Office**

2nd Floor, 340-9th Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6336  
Toll free: 1-800-230-1885  
Fax: 204-726-6539

**Swan River Office**

201-4th Avenue S., Box 997  
Swan River, MB R0L 1Z0  
Phone: 204-734-3491  
Toll free: 1-888-269-6498  
Fax: 204-734-5151

**Court Ordered Assessments**

If separating parents can not reach an agreement on their own, a judge can ask Family Conciliation to do a court-ordered assessment. This helps decide on access and custody issues. The conciliation counsellor will meet with both spouses and the children, and then write a report with recommendations on how the needs of the children can be best met. The report is forwarded to the court and both parents, through their lawyers. Although the counsellor will provide a professional, objective opinion on the issues, her or his word is not the final decision. That decision rests with the judge. In practice, many families find that they are able to reach an agreement without returning to court.

**Brief Consultation Service**

This service provides brief, timely consultation and assessment service to the Court of Queen's Bench as well as families and their lawyers as part of the Case Conference process. The Brief Consultation service targets the wishes or concerns of children ages 11 to 16 earlier in the custody process. It also provides consultation and suggestions for parents about appropriate time sharing including developmental issues, post-separation parenting and post-separation communication options, etc. A family conciliation counsellor will meet with the parents and children within 10 days of referral and will provide a brief report to the court within 25 days.

### **Maintenance Enforcement Program (MEP)**

The Maintenance Enforcement Program (MEP), operated by Manitoba Justice, enforces court ordered maintenance payments and some types of agreements in separations and divorces. It provides enforcement and computer monitoring of support payments for parents wanting to enforce a maintenance order. Manitoba has agreements with other provinces, states and countries to enforce maintenance orders for each other. If there is a default in the payment of maintenance, the person entitled to receive the payment is not required to do anything to enforce the order if he or she is enrolled with the program. The parent should provide any available information on the whereabouts of the defaulter — home, work, bank accounts, assets, etc.

Once the parent has defaulted, MEP staff will decide the best action to take to collect the maintenance payments. These actions include garnishment of wages or bank accounts and driver and motor vehicle licence suspension. The program may also issue a withholding to intercept federal money payable to the defaulter. This may include income tax returns, GST rebates, Employment Insurance (EI) cheques and Old Age Security (OAS).

The MEP is free of charge. Any changes in name or address should be reported to the program promptly.

### **Other Suggestions**

1. Know the ex-partner's date of birth and Social Insurance Number (SIN), and/or mother's maiden name.
2. Whenever you call MEP, write down information or questions before calling, and do not elaborate unless asked. Have your account number ready.
3. Never accept direct payments from an ex-partner. These payments must be entered into the computer at MEP for accurate accounting.
4. Before the order for maintenance is in force, insist that the support be paid through a lawyer or by cheque, for which a receipt can be written.



5. Do not allow a direct deposit to any bank accounts.

**Note:** If federal interception of an ex-partner's tax refund is necessary, MEP needs to have correct information about the payer's date of birth, Social Insurance Number and/or mother's maiden name.

**Maintenance Enforcement Program (MEP)**

2nd Floor, 405 Broadway  
Winnipeg, MB R3C 3L6  
Phone: 204-945-7133  
Toll free: 1-866-479-2717  
Fax: 204-945-5449  
Website: [www.gov.mb.ca/justice/family/mep.html](http://www.gov.mb.ca/justice/family/mep.html)

**OTHER LEGAL RESOURCES**

**A Woman's Place**

This site offers legal and support services to women who are leaving an abusive relationship. Onsite services include access to: paralegals, lawyer and support workers.

**A Woman's Place**

200-323 Portage Avenue  
Winnipeg, MB R3B 2C1  
Phone: 204-940-6624  
Fax: 204-940-1971  
E-mail: [iwcs@mts.net](mailto:iwcs@mts.net)

**Community Legal Education Association (CLEA)**

As part of its services, CLEA offers the ***Law Phone-In and Lawyer Referral Program***. It provides free legal information, not legal advice, to callers. It can also refer callers to other legal agencies for help or to lawyers who practice in particular areas of the law for a free half-hour consultation.

As a non-profit organization, CLEA also provides the Community Legal Intermediary Training Course, the Advanced Community Legal Intermediary Training Course, a speakers' bureau and a variety of plain-language legal publications.



### **Community Legal Education Association (CLEA)**

205-414 Graham Avenue  
Winnipeg, MB R3C 0L8  
Phone: 204-943-2382 – Administration  
Phone: 204-943-2305 – Law Phone-In  
Phone: 204-943-3602 – Lawyer Referral  
Toll free: 1-800-262-8800  
Fax: 204-943-3600  
E-mail: [info@communitylegal.mb.ca](mailto:info@communitylegal.mb.ca)  
Website: [www.communitylegal.mb.ca](http://www.communitylegal.mb.ca)

### **Elizabeth Fry Society of Manitoba**

This agency serves the needs of women who are, have been, or may be at risk of becoming involved in the criminal justice system. The society helps women in and out of custody by providing information on the court process, legal services, community resources, counselling and crisis intervention services. The society will provide personal support and advocates for alternatives to jail. If unable to provide specific advice, appropriate referrals will be given.

Other services include the **STOPLifting** program, a family violence/anger management program, a birth control outreach program and institutional activities.

### **Elizabeth Fry Society of Manitoba**

544 Selkirk Avenue  
Winnipeg, MB R2W 2M9  
Phone: 204-589-7335  
Toll free: 1-800-582-5655  
Fax: 204-589-7338  
E-mail: [administration@efsmanitoba.org](mailto:administration@efsmanitoba.org)  
Website: [www.efsmanitoba.org](http://www.efsmanitoba.org)

### **John Howard Society of Manitoba, Inc.**

This non-profit organization provides counselling, support, programs and education for inmates, ex-inmates and their families. It is based on the principle of restorative justice which sees crime as harm done rather than breaking the rules. Services include institutional, literacy, recreation and visiting programs, as well as family and self-help offender support groups and community programs for individuals in conflict with the law.

**John Howard Society of Manitoba, Inc.**

103-583 Ellice Avenue  
Winnipeg, MB R3B 1Z7  
Phone: 204-775-1514  
Fax: 204-775-1670  
E-mail: [office@johnhoward.mb.ca](mailto:office@johnhoward.mb.ca)  
Website: [www.johnhoward.mb.ca](http://www.johnhoward.mb.ca)

**Law Society of Manitoba**

This is the licensing and governing body of the legal profession which receives complaints about the conduct of lawyers in Manitoba.

**Law Society of Manitoba**

219 Kennedy Street  
Winnipeg, MB R3C 1S8  
Phone: 204-942-5571  
Fax: 204-956-0624  
E-mail: [admin@lawsociety.mb.ca](mailto:admin@lawsociety.mb.ca)  
Website: [www.lawsociety.mb.ca](http://www.lawsociety.mb.ca)

**Manitoba Human Rights Commission**

The Manitoba Human Rights Commission enforces *The Human Rights Code*. Anyone in Manitoba may file a complaint about discrimination, employment, housing, public services (such as stores or schools), etc. There is no charge for filing a complaint.

The commission also promotes equality of opportunity and freedom from discrimination, regardless of ancestry, sex (including pregnancy), family status, source of income, disability, religion, sexual orientation or other protected grounds and educates the public about human rights.

For more information, or to file a complaint, contact:

**Winnipeg**

7th Floor, 175 Hargrave Street  
Winnipeg, MB R3C 3R8  
Phone: 204-945-3007  
Toll free: 1-888-884-8681  
TTY: 1-888-897-2811  
Fax: 204-945-1292  
E-mail: [hrc@gov.mb.ca](mailto:hrc@gov.mb.ca)

**Brandon**

Provincial Government Building  
340 Ninth Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6261  
Toll free: 1-888-884-8681  
TTY: 1-888-897-2811  
Fax: 204-726-6035

**The Pas**

2nd Floor, Otineka Mall  
P.O. Box 2550  
The Pas, MB R9A 1M4  
Phone: 204-627-8270  
Toll free: 1-888-884-8681  
TTY: 1-888-897-2811  
Fax: 204-623-5404

**Victim/Witness Assistance Program**

This program, provided by Manitoba Justice, offers support services to victims of crime and people who are subpoenaed as Crown witnesses in the Provincial Court and Court of Queen's Bench in Winnipeg. Services include information sharing about the criminal court process and (where appropriate) to specific cases, court orientations, short term emotional support and referrals to other social service agencies.

**Victim/Witness Assistance Program**

4th Floor, 408 York Avenue  
Winnipeg, MB R3C 0P9  
Phone: 204-945-3594  
Toll free: 1-866-635-1111  
Fax: 204-948-2208

Raising children on your own can be challenging. Many sole-support parents find it difficult to meet the family's financial needs. Here are some resources that may help.

### **MONEY MANAGEMENT**

#### **Financial Counselling**

##### **Community Financial Counselling Services**

For a nominal fee, this organization will help you develop a money management plan. It can also provide personal income tax preparation, speakers on financial management and budgeting, courses on income tax preparation and basic money management. (See Income Assistance – Other Resources). **You must call ahead to make an appointment with a counsellor.** Referrals from the Addictions Foundation of Manitoba for problem gambling will be taken within two days.

##### **Community Financial Counselling Services**

3rd Floor, 238 Portage Avenue  
Winnipeg, MB R3C 0B1  
Phone: 204-989-1900  
Toll free: 1-888-573-2383  
Fax: 204-989-1908

##### **Fort Garry Women's Resource Centre**

The centre offers some programming on budgeting and a saving circle for women who have experienced or are currently experiencing domestic violence.

##### **Fort Garry Women's Resource Centre**

1150-A Waverley Street  
Winnipeg, MB R3T 0P4  
Phone: 204-477-1123  
Fax: 204-475-9127  
E-mail: [info@fgwrc.ca](mailto:info@fgwrc.ca)  
Website: [www.fgwrc.ca](http://www.fgwrc.ca)

### **Industry Canada, Office of the Superintendent of Bankruptcy**

Industry Canada's brochure ***Dealing with Debt: A Consumer's Guide*** provides advice and options for people in debt. Before declaring bankruptcy, it is wise to read this publication.

#### **Industry Canada**

Office of the Superintendent of Bankruptcy  
4th Floor, 400 St. Mary Avenue  
Winnipeg, MB R3C 4K5  
Phone: 204-983-3229  
Fax: 204-983-8904  
Website: [www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home](http://www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home)

### **North End Women's Centre Inc.**

The Money and Women Project provides ongoing conversations, skill building and emotional/spiritual support for women who are challenged by dealing with money.

For more information, contact them at:

#### **North End Women's Centre Inc.**

394 Selkirk Avenue  
Winnipeg, MB R2W 2M2  
Phone: 204-589-7347  
Fax: 204-586-9476  
E-mail: [info@newcinc.org](mailto:info@newcinc.org)  
Website: [www.newcinc.org](http://www.newcinc.org)

### **Canada Revenue Agency – Canada Child Tax Benefit**

A child tax benefit is available for low-income families with children under 18 years old. To be eligible for this benefit, an income tax return must be submitted.

#### **Canada Revenue Agency**

Winnipeg Tax Centre  
P.O. Box 14005, Stn. Main  
Winnipeg, MB R3C 0E3  
Toll free: 1-800-387-1193

#### **Tax Information Phone Service (TIPS)**

325 Broadway Avenue  
Winnipeg, MB R3C 4T4  
Toll free: 1-800-267-6999

### **RESOURCES FOR FOOD**

The following section lists resources for food staples and meals.

#### **Winnipeg Harvest**

Winnipeg Harvest provides emergency food to people who cannot afford food for themselves and their families. Call to make an appointment to pick up food from their nearest outlet. Advance notice is required. A harvest volunteer will create a confidential file, including the number of children in your household and your Manitoba Medical card number. A family can access a food bank once every two weeks. Volunteers have information on other resources.

To access a rural or northern food bank, call Winnipeg Harvest's toll free line. Staff will refer you to the food bank in your area.

#### **Winnipeg Harvest**

1085 Winnipeg Avenue  
Winnipeg, MB R3E 0S2

Phone: 204-982-3663

Food Assistance Line: 204-982-3660

Toll free food assistance line: 1-800-970-5559

Website: [www.winnipegharvest.org](http://www.winnipegharvest.org)

In emergency cases, the Salvation Army Family Services Division at 204-946-9484 in Winnipeg will provide food hampers to people in Winnipeg who are not receiving assistance.

A number of organizations serve hot meals free of charge. The times and days the meals are served may vary, so please call ahead.

#### **Soup Kitchens in Winnipeg:**

##### **Agape Table**

175 Colony Street  
Phone: 204-786-2370  
Monday to Friday  
9:00 a.m. to 11:30 a.m.

##### **Andrews Street Family Centre**

220 Andrews Street  
(at Pritchard)  
Phone: 204-589-1721  
Wednesday  
12:00 p.m. to 1:00 p.m.  
(soup and bannock)

## **MONEY MANAGEMENT & STRETCHING THE DOLLAR**

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### **Bethlehem Aboriginal Fellowship**

294 Burrows Avenue  
(at Charles)  
Phone: 204-586-5707  
Every other Wednesday:  
6:30 p.m.  
(soup and bread)

### **Flora House**

739 Flora Avenue  
Phone: 204-586-5494  
Monday to Friday  
9:00 a.m. to 3:00 p.m.  
(emergency food as available)

### **Immaculate Conception Church**

181 Austin Street North  
Phone: 204-942-3778  
Sunday meal: 2:00 p.m.  
(September-June)

### **Indian & Metis Friendship Centre**

45 Robinson Street  
Phone: 204-586-8441  
Monday to Friday: 5:00 p.m.  
(children only)

### **Main Street Project**

75 Martha Street  
Phone: 204-982-8245  
Monday to Sunday  
7:00 a.m., 10:00 a.m.,  
1:30 p.m., and 5:00 p.m.  
(soup, bread and coffee)  
No children, adults 18+ only  
please.

### **Siloam Mission**

300 Princess Street  
Phone: 204-956-4344  
Monday to Friday  
9:00 a.m., 12:30 p.m. and  
7:00 p.m.  
Saturday 9:00 a.m. and  
12:30 p.m.  
Sunday 3:30 p.m.

### **Lighthouse Mission**

The Lighthouse Mission is a daily gospel ministry that runs a soup kitchen for the needy in the core area.  
Monday to Friday from 10:00 a.m. to 11:30 a.m.  
Daily food bags are also distributed. Used clothing and food hampers are available on request.

### **Lighthouse Mission**

669 Main Street  
Winnipeg, MB R3B 1E3  
Phone: 204-943-9669



### **Meals on Wheels of Winnipeg Inc**

This program delivers a nutritious noon meal for a nominal fee to those unable to prepare their own meals, due to age, disability or circumstances.

#### **Meals on Wheels of Winnipeg Inc**

500-283 Portage Avenue

Winnipeg, MB R3B 2B5

Phone: 204-956-7711

Website: [www.mealswinnipeg.com](http://www.mealswinnipeg.com)

### **Union Gospel Mission**

In addition to serving hot meals, Union Gospel Mission has a food bank on Fridays. To be eligible for the food bank, registration must take place ahead of time with Winnipeg Harvest. It also provides clothing distribution Monday to Friday, from 2:00 p.m. to 3:00 p.m.

#### **Union Gospel Mission**

320 Princess Street

P.O. Box 1073 Station Main (Mailing address)

Winnipeg, MB R3C 2X4

Phone: 204-943-9904

Website: [www.gospelmission.ca](http://www.gospelmission.ca)

A ladies day meal is held on Wednesdays at 11:30 a.m. Food hampers and clothing are also available. No registration is required.

#### **Union Gospel Mission**

Family Life Centre

240 Pritchard Avenue

Winnipeg, MB R2W 2J1

Phone: 204-586-7790

## **MONEY MANAGEMENT & STRETCHING THE DOLLAR**

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### **CLOTHING, FURNITURE AND SMALL APPLIANCES**

Good second-hand clothing and furniture stores can be found in Manitoba. Local ones will be listed in the Yellow Pages. The following is a list of non-profit stores where quality used clothing or furniture can be bought for a nominal price. Some stores may carry clothing only. The selection varies from time to time, so a few trips may be required.

#### **Goodwill Industries**

3431 Portage Avenue  
Winnipeg, MB R3K 0Z1  
Phone: 204-831-0988

62 & 70 Princess Street  
Winnipeg, MB R3B 1K2  
Phone: 204-943-6435

1540 Pembina Highway  
Winnipeg, MB R3T 3E6  
Phone: 204-475-4953

110-701 Regent Avenue West  
Winnipeg, MB R2C 1S3  
Phone: 204-475-6438

317 St. Anne's Road  
Winnipeg, MB R2M 3B1  
Phone: 204-257-3644

16 Main Street East  
Ashern, MB R0C 0E0  
Phone: 204-768-2771

#### **The Clothes Closet**

The Clothes Closet provides a work appropriate outfit to women re-entering the workforce at no charge. This service is by appointment only.

800 Point Road  
Lower level of United Church  
Winnipeg, MB R3T 3L8  
Phone: 204-474-0507  
Bookings and Referrals Information Line: 204-474-0507

#### **McKinnon Guild Nearly New Shop**

961 Portage Avenue  
Winnipeg, MB R3G 0R2  
Phone: 204-772-3629

### **Spence Street Thrift Shop**

555 Spence Street  
Winnipeg, MB R3B 2R9  
Phone: 204-783-9281  
Monday: 12:00 a.m. to 4:00 p.m.  
Tuesday to Saturday: 10:00 a.m. to 4:00 p.m.

### **The Up Shoppe**

382 Selkirk Avenue  
Winnipeg, MB R2W 2M2  
Phone: 204-582-3494

### **Mennonite Central Committee (MCC) Thrift Shops – Winnipeg**

#### **Kildonan Community Thrift Shop**

590 Washington Avenue  
Winnipeg, MB R2K 1M2  
Phone: 204-668-0967

#### **Sargent MCC Thrift Shop**

859 Sargent Avenue  
Winnipeg, MB R3E 0C5  
Phone: 204-783-8185

#### **MCC Furniture Shop**

18 Keewatin Street  
Winnipeg, MB R3E 3B9  
Phone: 204-694-3669

#### **Selkirk MCC Thrift Store**

511 Selkirk Avenue  
Winnipeg, MB R2W 2M6  
Phone: 204-586-2527

### **Mennonite Central Committee (MCC) Thrift Shops – Rural**

#### **MCC Thrift and Gift Store**

Box 1888, 10 Main Street  
Altona, MB R0G 0B0  
Phone: 204-324-8323

#### **Austin MCC Thrift Shop**

7 Bromley Street North  
Austin, MB R0H 0C0  
Phone: 204-637-2427

#### **Brandon MCC Thrift Store**

414 Pacific Avenue  
Brandon, MB R7A 0H5  
Phone: 204-727-1162

#### **Carman MCC Shop**

Box 352, 11 Centre Avenue  
Carman, MB R0G 0J0  
Phone: 204-745-3601

## **MONEY MANAGEMENT & STRETCHING THE DOLLAR**

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### **Community Thrift Store**

Box 422, 185 Main Street  
Grunthal, MB R0A 0R0  
Phone: 204-434-6598

### **MCC Thrift Store**

152 Charles Street West  
Morris, MB R0G 1K0  
Phone: 204-746-2704

### **Niverville MCC Thrift Store**

Box 831, 246 Main Street  
Niverville, MB R0A 1E0  
Phone: 204-388-4404

### **Portage MCC Thrift**

149 Saskatchewan Avenue East  
Portage la Prairie, MB R1N 0L7  
Phone: 204-239-4836

### **Riverton MCC Thrift Shop**

18 Riverton Avenue East  
Riverton, MB R0C 2R0  
Phone: 204-378-2967

### **MCC Used Furniture Store**

46 Hampton Street  
MacGregor, MB R0H 0R0  
Phone: 204-685-2964

### **Steinbach MCC Thrift Shop**

409 Main Street  
Steinbach, MB R5G 1A1  
Phone: 204-326-6642

### **MCC Community Store**

Box 1774, 325-4th Street  
Winkler, MB R6W 4B6  
Phone: 204-325-9770

### **Mrs. Lucci's Resource Centre**

#### **Mrs. Lucci's Resource Centre**

76-3rd Street  
Lac du Bonnet, MB R0E 1A0  
Phone: 204-345-9909

### **Salvation Army Thrift Shops – Family Services**

1707 Church Ave.  
Winnipeg, MB R2X 2T6  
Phone: 204-632-7555

1100 Concordia Ave.  
Winnipeg, MB R2K 0A1  
Phone: 204-654-9200

1030 Empress Street  
Winnipeg, MB R3G 3H4  
Phone: 204-772-2050

145 Goulet Street  
Winnipeg, MB R2H 0R6  
Phone: 204-233-7897

1050 Leila Avenue  
Winnipeg, MB R2P 1W6  
Phone: 204-586-2556

1015 McPhillips Ave. W.  
Winnipeg, MB  
Phone: 204-586-2556

## **MONEY MANAGEMENT & STRETCHING THE DOLLAR**

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2105 Pembina Highway  
Winnipeg, MB R3T 5L1  
Phone: 204-261-6221

97 Sherbrook Street  
Winnipeg, MB R3C 2B2  
Phone: 204-772-9003

1080 Nairn Ave.  
Winnipeg, MB R2L 0Y4  
Phone: 204-661-8194

305 Thompson Drive  
Thompson, MB R8N 0C4  
Phone: 204-778-7502

1600 Regent Ave. W.  
Winnipeg, MB  
Phone: 204-661-8194

1126 Rosser Avenue  
Brandon, MB R7A 0L7  
Phone: 204-727-2051

3511 Roblin Boulevard  
Winnipeg, MB R3R 0C6  
Phone: 204-889-1018

### **Value Village Thrift Department Stores**

Value Village is a for-profit business selling clothing and household goods they collect on behalf of organizations such as the Canadian Diabetes Association who use the donated goods to fundraise.

1695 Ellice Avenue  
Winnipeg, MB R3H 0A9  
Phone: 204-774-1315

1560 Regent Avenue West  
Winnipeg, MB R2C 3B4  
Phone: 204-661-9045

942 Jefferson Avenue  
Winnipeg, MB R2P 1W1  
Phone: 204-694-6844

1408 First Street North  
Brandon, MB R7C 1A4  
Phone: 204-727-8050

1725 Pembina Highway  
Winnipeg, MB R3T 2G6  
Phone: 204-261-8719

### **Koats for Kids**

This program collects and distributes quality, new and gently used winter outer wear for children from October through January. Approximately 100 local community groups in Winnipeg distribute winter clothing, although most are distributed through core area schools. Selection and size vary from year to year. Watch for posters in various communities advertising Koats for Kids. For more information, call 204-586-5628 in Winnipeg.

### **Oyate Tipi Cumini Yape**

This service distributes gently used household goods and furniture to women and children escaping poverty and/or abusive situations. Services are provided at no cost and by appointment only. Women must be referred by a social service agency that has partnered with Oyate Tipi.

#### **Oyate Tipi Cumini Yape**

606 Selkirk Avenue

Winnipeg, MB R2W 2N1

Phone: 204-589-2218

Website: [www.oyatetipi.com](http://www.oyatetipi.com)

### **OTHER RESOURCES**

#### **Children's Hospital Book Market**

This non-profit volunteer organization sells donated books for children and adults at their annual spring sale at St. Vital Centre. Bargains are also available at their paperback sales usually held in October and January at the same location.

#### **Children's Hospital Book Market**

Phone: 204-783-1125

Website: [www.goodbear.mb.ca](http://www.goodbear.mb.ca)

#### **Christmas Cheer Board of Greater Winnipeg**

The Christmas Cheer Board co-ordinates food donations from organizations and the public to provide hampers and toys to needy families at Christmas time.

#### **Christmas Cheer Board of Greater Winnipeg**

P.O. Box 68, Station F

Winnipeg, MB R2L 2A5

Phone: 204-669-5369

Website: [www.christmascheerboard.ca](http://www.christmascheerboard.ca)

### **Samaritan House Ministries**

Samaritan House Ministries provides a food and clothing program for women and their children. It helps with literacy, counselling and group work.

#### **Samaritan House Ministries**

630 Rosser Avenue  
Brandon, MB R7A 0K7  
Phone: 204-726-0758  
Fax: 204-729-9951  
Website: [www.samaritanhouse.net](http://www.samaritanhouse.net)

### **The Habitat Re-Store**

For inexpensive renovation or repairs to the home, this volunteer-based store offers new, used and surplus building materials at a fraction of the original price.

#### **The Habitat Re-Store**

60 Archibald Street  
Winnipeg, MB R2J 0V7  
Phone: 204-233-5160  
Fax: 204-233-5271  
Website: [www.habitat.mb.ca](http://www.habitat.mb.ca)

### **Winnipeg Inner City Missions**

The Winnipeg Inner City Missions has two centres:

#### **Flora House**

Flora House serves the McGregor and McPhillips, Dufferin and Mountain areas. It offers a food bank (every other Monday), after school and evening programs for children and teens. Free online computers, an adult drop-in centre (Monday to Thursday) with coffee and phone, counselling, advocacy and referral services.

#### **Flora House**

739 Flora Avenue  
Winnipeg, MB R2W 2S8  
Phone: 204-586-5494



### **Anishinabe Place of Hope**

The Anishinabe Place of Hope serves the Centennial and north Logan area. It offers an adult drop-in (Monday to Thursday) 9:00 a.m. to 3:00 p.m. with coffee, clothing, emergency food and phone available, as well as a Wednesday morning food bank, access to online computers, counselling, advocacy and referral services.

### **Anishinabe Place of Hope**

415 Logan Avenue  
Winnipeg, MB R3A 0A4  
Phone: 204-942-8682

### THE BENEFITS OF RECREATION

Recreation is an essential component in a balanced lifestyle. For children and adults alike it provides positive lifestyle choices, social networks and support systems; builds confidence and contributes to the development of skills and leadership abilities. When people feel good about themselves, they operate more effectively and productively in their communities, schools and families.

### RECREATION RESOURCES

#### **City of Winnipeg, Community Services Department**

The City of Winnipeg Community Services Department has a plan for low income families to apply to have fees reduced for activities like skating and swimming lessons. Also, watch for skate swaps and sports equipment sales at local community centres. These usually take place in early September and are good sources for bargains. The ***Leisure Guide*** is delivered three times a year to homes that receive the Winnipeg Free Press, or can be found at arenas, civic pools, libraries, leisure centres and many retailers throughout Winnipeg.

People of all ages with special needs are encouraged to participate in all community services sponsored programs offered in the ***Leisure Guide***. If help is required to participate, call 786-7760 in Winnipeg.

#### **City of Winnipeg**

Community Services Department

395 Main Street

Winnipeg, MB R3B 3N8

Registration Line: 204-986-5663 (English)

Registration Line 204-986-6206 (French)

Fax: 204-986-7569 or 204-986-7570

Website: [www.winnipeg.ca](http://www.winnipeg.ca)

#### **Rural and northern areas:**

In rural and northern communities, recreation directors are employed by the local municipalities or governing bodies to provide a broad range of recreational opportunities. To find out whether your community has a director, call your local government body or the regional office of Manitoba Culture, Heritage and Tourism.

## RECREATION AND WELLNESS

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The **Recreation and Regional Services Branch of Culture, Heritage and Tourism (CHT)** provides broad access to government programs, grants and services from seven regional operations for rural and northern communities. Regional offices are located in:

### **Central**

225 Wardrop Street  
Morden, MB R6M 1N4  
Phone: 204-822-5418  
Toll free: 1-866-346-5219  
Fax: 204-822-2915

### **Eastman**

20-1st Street South, Box 50  
Beausejour, MB R0E 0C0  
Phone: 204-268-6018  
Toll free: 1-800-665-6107  
Fax: 204-268-6070

### **Interlake**

62 2nd Avenue, Box 1519  
Gimli, MB R0C 1B0  
Phone: 204-642-6006  
Toll free: 1-866-259-5748  
Fax: 204-642-6080

### **Norman**

59 Elizabeth Drive  
Thompson, MB R8N 1X4  
Phone: 204-677-6780  
Fax: 204-677-6862

### **Norman**

3rd and Ross Avenue, Box 2550  
The Pas, MB R9A 1M4  
Phone: 204-627-8213  
Fax: 204-623-5792

### **Parkland**

27-2nd Avenue Southwest  
Dauphin, MB R7N 3E5  
Phone: 204-622-2022  
Fax: 204-638-6558

### **Westman**

146-340 9th Street  
Brandon, MB R7A 6C2  
Phone: 204-726-6066  
Toll free: 1-800-259-6592  
Fax: 204-726-6583

### **General Council of Winnipeg Community Centres (GCWCC)**

Funds are available to people under 18 who would otherwise not be able to participate in sport, leisure or recreational programs at community centres in Winnipeg. For information about the Program Registration Fee Subsidy, contact your local community centre of the GCWCC.

### **General Council of Winnipeg**

Community Centres  
265 Osborne Street South  
Winnipeg, MB R3L 1Z7  
Phone: 204-475-5008  
Fax: 204-475-5812  
Website: [www.gcwcc.mb.ca](http://www.gcwcc.mb.ca)

### **Girl Guides of Canada – Guides du Canada**

This province-wide program for girls (ages five and up), led by women, challenges and empowers participants to give leadership and service.

### **Girl Guides of Canada – Guides du Canada**

Manitoba Council  
213-530 Century Street  
Winnipeg, MB R3H 0Y4  
Phone: 204-774-4475  
Toll free: 1-800-565-8111  
Fax: 204-774-9271  
E-mail: [info@girlguides.mb.ca](mailto:info@girlguides.mb.ca)  
Website: [www.girlguides.mb.ca](http://www.girlguides.mb.ca)

### **The Kidsport Fund**

The Kidsport Fund helps children from financially disadvantaged families do organized sports throughout Manitoba. Grants are available (maximum \$300/year) for children ages five to 18 for registration fees for organized sports recognized by Sport Manitoba.

### **The Kidsport Fund**

c/o Sport Manitoba  
200 Main Street  
Winnipeg, MB R3C 4M2  
Phone: 204-926-8351  
Toll free: 1-866-774-2220  
E-mail: [kidsport@sport.mb.ca](mailto:kidsport@sport.mb.ca)  
Website: [www.sportmanitoba.ca/programs/kidsport.php](http://www.sportmanitoba.ca/programs/kidsport.php)

## RECREATION AND WELLNESS

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### **Scouts Canada**

This organization offers province-wide programs for children (ages five to 14) and youth (ages 14 to 23) and focuses on citizenship, community service and personal growth.

#### **Scouts Canada**

395 Stafford Street  
Winnipeg, MB R3M 2X4  
Phone: 204-786-6661  
Toll free: 1-888-726-8876  
Fax: 204-772-5248  
E-mail: manitoba@scouts.ca  
Website: www.mb.scouts.ca

### **The Sunshine Fund**

The Sunshine Fund provides funds for children to go to summer camp. These summer camps include day camps for children who are between four and 12 years of age, overnight and week-long camps for children six to 18 years of age and a family camp. Contact the Sunshine Fund to have an application form and a booklet sent out, which lists all of the camps accredited by the Manitoba Camping Association so a suitable camp can be chosen. The Sunshine Fund applicants are required to pay a minimum of 25 per cent of the camp fees.

The Sunshine Fund begins to accept applications in January. An early telephone call will ensure the best choice of camps and dates.

#### **The Sunshine Fund**

302-960 Portage Avenue  
Winnipeg, MB R3G 0R4  
Phone: 204-784-1130  
Fax: 204-784-4177  
E-mail: sunshinefund@mbcamping.ca  
Website: www.mbcamping.ca

### **Winnipeg Boys and Girls Clubs**

The Winnipeg Boys and Girls Clubs offer free recreational and educational activities to children of diverse backgrounds in a safe and challenging environment. Other services include the art and cultural appreciation, education and career exploration, health awareness and life skills development, leadership and service to community.

#### **Winnipeg Boys and Girls Clubs**

929 Main Street  
Winnipeg, MB R2W 3P2  
Phone: 204-982-4940  
Fax: 204-982-4950  
E-mail: [reception@wbgc.mb.ca](mailto:reception@wbgc.mb.ca)  
Website: [www.wbgc.mb.ca](http://www.wbgc.mb.ca)

### **Winnipeg Public Library**

The 20 branches of the Winnipeg Public Library offer 100,000 new books, magazines, CDs and videos annually. Library cards are free if you live in Winnipeg. To get one, visit any branch and show identification that includes your name and address. Children (12 and under) must have a parent or guardian sign their membership.

Every library has a special section for children and families. Programs for pre-schoolers and for school age children during the holidays and a summer reading program are offered. Check out the bimonthly guide **@THE LIBRARY** for other programs and services.

Materials in French and other languages are available at Centennial, St. Boniface and other branches. Services for people with disabilities are also available and many branches are wheelchair-accessible. For services for people with disabilities, call 986-6489 in Winnipeg.

Computer services, resources and Internet are available free. Ask library staff for more information. All children and some adult Internet computers are filtered.

### **Winnipeg Public Library**

Millennium (Main)  
251 Donald Street  
Winnipeg, MB R3C 3P5  
Phone: 204-986-6450  
For hours of operation: 204-986-6432  
TTY: 204-986-3485  
Website: [wpl.winnipeg.ca/library/](http://wpl.winnipeg.ca/library/)

### **YMCA-YWCA of Winnipeg**

The YMCA-YWCA offers a variety of swimming and fitness programs for men, women and children.

Other programs include workshops and events of special interest to women. Y-Neighbours operate 18 groups in the community for women at home with young children. It offers educational speakers and other activities. Child care is provided.

YMCA-YWCA services are available to all regardless of ability to pay. If current financial circumstances are limiting your access to membership, please contact the sales and services desk to arrange a financial assistance appointment.

#### **Downtown YMCA-YWCA**

301 Vaughan Street  
Winnipeg, MB R3B 2N7  
Phone: 204-947-3044  
E-mail: [info@ymcaywca.mb.ca](mailto:info@ymcaywca.mb.ca)  
Website: [ywinnipeg.ca](http://ywinnipeg.ca)

#### **Elmwood-Kildonan YMCA-YWCA**

454 Kimberly Avenue  
Winnipeg, MB R2K 0X8  
Phone: 204-668-8140  
Website: [ywinnipeg.ca](http://ywinnipeg.ca)

#### **South YMCA-YWCA**

5 Fermor Avenue  
Winnipeg, MB R2M 0Y1  
Phone: 204-233-3476  
Website: [ywinnipeg.ca](http://ywinnipeg.ca)

#### **West Portage Y**

3550 Portage Avenue  
Winnipeg, MB R3K 0Z8  
Phone: 204-889-8052  
Website: [ywinnipeg.ca](http://ywinnipeg.ca)



### **Rural and northern:**

#### **Brandon Family YMCA**

231-8th Street

Brandon, MB R7A 3X2

Phone: 204-727-5456

Fax: 204-726-0995

E-mail: [ymca@wcgwave.ca](mailto:ymca@wcgwave.ca)

Website:

[www.ymcabrandon.com](http://www.ymcabrandon.com)

#### **YWCA of Thompson**

39 Nickel Road

Thompson, MB R8N 0Y5

Phone: 204-778-6341

Fax: 204-778-5308

## **SUPPORT FOR FAMILIES**

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Single parenting is hard work. To make it more manageable, steps can be taken to deal with specific parenting issues. For example, the development of a formal or informal support group helps deal with the sense of isolation often experienced by single parents. Parenting support group members can exchange ideas and offer the benefit of adult-only time. In other cases, support can be provided by seeing a counsellor.

Counselling agencies often have a sliding fee scale which means costs of service are charged according to income. Services for people receiving EIA or equivalent incomes are usually free. Those covered by Blue Cross Extended Health coverage may claim as much as \$350 per year when the counsellor is a professional psychologist and registered with the Psychology Association of Manitoba. Questions to be asked prior to receiving counselling include the availability of a sliding fee scale, or checking one's place of employment to see if counselling is offered through an employee assistance program.

## **CHILD AND FAMILY SERVICES**

Child and family services agencies provide child welfare services such as: placement and counselling services for children, abuse counselling, case work, services for single parents, emergency homemaker service, family preservation and reunification services, adoption services, community development services and foster parenting. There are child and family services offices in different locations throughout the province. It may be necessary to call the nearest office to find out what services are provided in each area. A number of field offices and resource centres also operate throughout the province.

### **All Nations Co-ordinated Response (ANCR) Network**

If you think a child is being abused call ANCR Network. ANCR Network is the first point of contact for anyone reporting child abuse or requiring assistance from Child and Family Services.

**ANCR Network**

835 Portage Avenue  
Winnipeg, MB R3G 0N6  
Phone: 204-944-4200  
Toll free: 1-866-345-9241  
Fax: 204-944-4250

**ANCR – After-Hours Unit**

Provides intake, assessment and brief intervention services, after 5:00 p.m..

After-Hours Unit  
Phone: 204-944-4050 (emergencies only)  
Province-wide after hours toll free: 1-866-345-9241

**General Authority Child and Family Service Agencies in Manitoba****Child and Family Services of Central Manitoba**

25-3rd Street Southeast  
Portage la Prairie, MB R1N 1N1  
Phone: 204-857-8751  
Toll free: 1-888-339-3576

**Child and Family Services Eastman Region**

Manitoba Family Services and Housing  
Provincial Bldg, 20-1st St. S.,  
Box 50  
Beausejour, MB R0E 0C0  
Phone: 204-268-6028  
Toll free: 1-866-576-8546

**Child and Family Services Interlake Region**

Manitoba Family Services & Housing  
101-446 Main St  
Selkirk MB R1A 1V7  
Phone: 204-785-5106  
Toll free: 1-866-475-0215

**Child and Family Services Northern Region**

Manitoba Family Services and Housing  
Provincial Bldg  
3rd St and Ross Avenue  
Box 2550  
The Pas, MB R9A 1M4  
Phone: 204-627-8230  
Toll free: 1-866-443-2292

## **SUPPORT FOR FAMILIES**

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### **Child and Family Services Parkland Region**

Manitoba Family Services and  
Housing  
Provincial Bldg,  
309-27 2nd Av SW  
Dauphin, MB R7N 3E5  
Phone: 204- 622-2035  
Toll free: 1-866-355-3494

### **Child and Family Services of Western Manitoba**

800 McTavish Avenue  
Brandon, MB R7A 7L4  
Phone: 204-726-6031  
Toll free: 1-800-483-8980

### **Child Protection Branch**

The Child Protection Branch of Manitoba Family Services and Consumer Affairs (FSCA) administers *The Child and Family Services Act*. The branch ensures essential services for children are provided through adoption, protection from abuse, foster care, residential programs and services for both single and expectant parents. The branch also manages the Post Adoption Registry and the Child Abuse Registry.

### **Child Protection Branch**

201-114 Garry Street  
Winnipeg, MB R3C 4V5  
Phone: 204-945-6964  
Toll free: 1-800-282-8069  
Fax: 204-945-6717  
E-mail: [cfsd@gov.mb.ca](mailto:cfsd@gov.mb.ca)  
Website: [www.gov.mb.ca/fs/childfam/safety.html](http://www.gov.mb.ca/fs/childfam/safety.html)

### **Winnipeg Child and Family Services, Foster Care Program**

The Foster Care Program helps recruit, approve, train, support and supervise foster parents.

### **Churchill Regional Health Authority**

Churchill, MB R0B 0E0  
Phone: 204-675-8322

### **Jewish Child and Family Service**

C200-123 Doncaster Street  
Winnipeg, MB R3N 2B2  
Phone: 204-477-7430

**Winnipeg Child and Family Services**

Foster Care Services  
222 Provencher Boulevard  
Winnipeg, MB R2H 0G5  
Phone: 204-944-4288  
Fax: 204-944-4666 or 944-4503

**Winnipeg Child and Family Services, Adoption Services Program**

The Adoption Services Program provides services to adoptive parents and children. It also provides counselling to families who have adopted children, and offers post legal services to adoptive parents, adopted adults, birth parents and birth siblings.

**Winnipeg Child and Family Services**

Adoption Services  
222 Provencher Boulevard.  
Winnipeg, MB R2H 0G5  
Phone: 204-944-4288  
Fax: 204-944-4666 or 204-944-4503

**HEALTHY CHILD MANITOBA****Healthy Child Manitoba**

In collaboration with community partners, Healthy Child Manitoba encourages and supports a continuum of care and learning for children, families and communities. The Healthy Child Vision is the best possible outcomes for Manitoba's children. The following lists relevant programs and services:

**Healthy Baby**

Healthy Baby is a two part program that includes the Manitoba Prenatal Benefit and Community Support Programs. The Benefit provides monthly financial support to help low to moderate-income women with the extra nutritional needs during pregnancy. Community programs assist pregnant women and new parents to connect with other parents, families and health professionals to ensure healthy outcomes for their babies. Through group sessions and outreach, programs offer social support, health and nutrition

## SUPPORT FOR FAMILIES

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education, and parenting strategies to support the healthy development of children.

For more information on the Healthy Baby prenatal benefit and community programs, call (204) 945-1301 in Winnipeg, or toll free 1-888-848-0140.

Further information on Healthy Baby is available at [www.manitoba.ca/healthychild/healthybaby](http://www.manitoba.ca/healthychild/healthybaby)

### Home Visiting

**Families First** is a community-based home visiting program supporting families with children from prenatal to kindergarten, delivered by the Regional Health Authorities. **Families First** supports parenting and secure attachment, promotes healthy growth and development and helps parents build community connections.

For more information on home visiting programs, talk to your Public Health Nurse or call 204-945-2266 in Winnipeg, or toll free 1-888-848-0410.

Further information on **Families First** is available at [www.manitoba.ca/healthychild/familiesfirst](http://www.manitoba.ca/healthychild/familiesfirst)

### Triple P – Positive Parenting Program

The Triple P approach strengthens parent's knowledge, skills and confidence to better meet the needs of their children, increases parent's sense of competence in their parenting ability and reduces parenting stress. Triple P trains and increases the skills of the current delivery system so that they may offer a range of interventions from universal parenting messages to clinical interventions.

For more information phone: 204-945-4777 in Winnipeg  
Toll free: 1-877-945-4777

E-mail: [infotriplep@gov.mb.ca](mailto:infotriplep@gov.mb.ca)

Website: [www.manitoba.ca/triplep](http://www.manitoba.ca/triplep)

### Fetal Alcohol Spectrum Disorder (FASD) Prevention and Support

Parents seeking information on alcohol use during pregnancy or seeking support raising a child with FASD can call the FASD

Information Manitoba phone line at 1-866-877-0050 toll free. This phone line is confidential and staffed by experts in this area.

**Stop FASD** is a three-year mentoring program for women who are pregnant or have just had a baby and are struggling with alcohol and/or drug use. Home visitors offer consistent support to women to obtain drug and alcohol treatment, stay in recovery, engage in family planning, use community resources and move toward a healthy, stable, independent lifestyle. For more information on the program and service providers, call 204-945-2266 in Winnipeg, or toll free 1-888-848-0140.

Further information on FASD programs and services supported by Healthy Child Manitoba is available at [gov.mb.ca/healthychild/fasd](http://gov.mb.ca/healthychild/fasd).

### **Parent-Child Coalitions**

All across Manitoba, parent-child coalitions promote and support local community-based programs for young children and their families. The coalitions focus on culturally appropriate programs and activities to support positive parenting, nutrition and physical health, literacy and learning, and community capacity building.

For more information on parent-child activities in your community, call 204-945-2266 in Winnipeg, or toll free 1-888-848-0140.

Further information on parent-child coalitions is available at [www.manitoba.ca/healthychild/parentchild](http://www.manitoba.ca/healthychild/parentchild)

### **Healthy Schools**

Healthy Schools is a school health initiative intended to promote the health and wellness of students, their families, school staff and school communities. It provides information, resources and activities to support healthy lifestyles and good health.

Schools are an ideal place to positively influence several of the factors that affect healthy child, adolescent and family development.

For more information on the Healthy Schools initiative, contact your local school or public health office or call 204-788-6679 in Winnipeg. You can also visit their Web site at [www.manitoba.ca/healthyschools](http://www.manitoba.ca/healthyschools).



### **Middle Childhood**

Development and social changes that occur in the "middle years" (i.e., 6-12) are dramatic and healthy transitions to adolescence are important for positive outcomes. Healthy Child Manitoba works with the community and schools to support healthy development during these school age years, including mentoring programs and other school or classroom-based programs.

For more information on the programs and services for school aged children supported by Healthy Child Manitoba, call 204-945-2266, toll free, 1-888-848-0140.

### **Adolescent Development**

Through teen-centred prevention and intervention strategies and programs, Healthy Child Manitoba works with the community to support healthy adolescent development, with a particular focus on health and wellness programs such as teen clinics, community partnerships and health promotion activities.

For more information on the programs and services for teens supported by Healthy Child Manitoba, call 204-945-2266 in Winnipeg, or toll free, 1-888-848-0140.

Further information on programs and services for school aged children and adolescents is available at [www.gov.mb.ca/healthychild/had](http://www.gov.mb.ca/healthychild/had)

#### **Healthy Child Manitoba Office**

3rd Floor - 332 Bannatyne Avenue  
Winnipeg, MB R3A 0E2  
Phone: 204-945-2266  
Toll free: 1-888-848-0140  
Fax: 204-948-2585

### **RESOURCE CENTRES**

Resource centres can be of great support to all family members and may include child care, education programs or workshops for all ages, as well as other types of assistance. Call any of the following resource centres for specific information on the programs and services they offer.

**Andrews Street Family Centre**

B-220 Andrews Street  
Winnipeg, MB R2W 4T1  
Phone: 204-589-1721  
Fax: 204-589-7354

**Elwick Village Centre**

14-1411 Fife Street  
Winnipeg, MB R2P 0A2  
Phone: 204-632-0910  
Fax: 204-633-1485

**Family Centre of Winnipeg**

401-393 Portage Avenue  
Winnipeg, MB R3B 3H6  
Phone: 204-947-1401  
Fax: 204-947-2128  
Website:  
[www.familycentre.mb.ca](http://www.familycentre.mb.ca)

**Crossways-In-Common**

West Broadway Community  
Ministry  
102-222 Furby Street  
Winnipeg, MB R3C 2A7  
Phone: 204-774-2773  
Fax: 204-783-9908

**Heritage Park Family  
Resource Centre**

Room 116-1 Braintree Cres.  
Winnipeg, MB R3J 1C7  
Phone: 204-895-2519  
Fax: 204-895-7528  
Website: [www.heritage-park.org](http://www.heritage-park.org)

**Wolseley Family Place**

691 Wolseley Avenue  
Winnipeg, MB R3G 1C8  
Phone: 204-788-8052  
Fax: 204-772-6035  
E-mail: [wfp.admin@mts.net](mailto:wfp.admin@mts.net)  
Website:  
[www.wolseleyfamilyplace.com](http://www.wolseleyfamilyplace.com)

**South Winnipeg Family  
Information Centre**

800 Point Road  
Winnipeg, MB R3T 3L8  
Phone: 204-284-9311  
Fax: 204-284-9315  
Website: [www.swfic.org](http://www.swfic.org)

**St. George School Parenting  
Centre**

St. George School  
151 St. George Road  
Winnipeg, MB R2M 3J2  
Phone: 204-253-6773  
Fax: 204-255-1756

**Rural:****Anna's House**

B-11 Highway 12 North  
Steinbach, MB R5G 1T1  
Phone: 204-346-0413  
Fax: 204-346-0417  
E-mail: [annashouse@mts.net](mailto:annashouse@mts.net)  
Website: [www.annashouse.ca](http://www.annashouse.ca)

**Cranberry Portage Child-  
Family Resource Centre**

109-2nd Avenue South  
Cranberry Portage, MB  
R0B 0H0  
Phone: 204-472-3671  
Fax: 204-472-3714

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### **Elsbeth Reid Family Resource Centre**

255-9th Street  
Brandon, MB R7A 6X1  
Phone: 204-726-6280  
Toll free: 1-800-483-8980  
Fax: 204-726-6775  
Website: [www.cfswestern.mb.ca](http://www.cfswestern.mb.ca)  
(click on "Family Resource Centre")

### **OTHER SUPPORTS**

Many groups or agencies provide support for parents in dealing with parenting pressures for children of all ages and stages. Following is a list of some of these support services.

#### **Addictions Foundation of Manitoba (AFM)**

##### **Parents Intervention Program**

This program is designed for parents and caregivers who are concerned about their children's use of alcohol, other drugs or gambling. Through the program, participants will be provided with information about how the child may benefit from the program; signs of harmful alcohol and drug related behaviour and its effects on the family; suggestions for dealing with drug and alcohol related behaviour and its effects on the family; and an introduction to a community support group.

Parents are not responsible for their children's alcohol and/or drug use or gambling problems, but they are one of the most important influences in their children's life. The guidelines offered through this program will help parents support their children while establishing a more manageable living environment.

### **Addictions Foundation of Manitoba (AFM)**

Parents Intervention Program  
200 Osborne Street North  
Winnipeg, MB R3C 1V4  
Phone: 204-944-6235  
Fax: 204-772-8077  
E-mail: [youth@afm.mb.ca](mailto:youth@afm.mb.ca)  
Website: [www.afm.mb.ca](http://www.afm.mb.ca)

### **Aurora Family Therapy Centre**

Aurora Family Therapy Centre offers therapy to families, couples and individuals. They welcome individuals of all ages, cultures, ethnicities, genders, abilities, nationalities, races, religions, and sexual orientations. It is located on the downtown campus of the University of Winnipeg, and appointments are available weekdays, evenings and Saturdays. The centre is funded by United Way grants and other donations. Fees for services are based on income and family size. Sessions can be spaced in two or four week intervals to make it easier to afford the fees.

### **Aurora Family Therapy Centre**

University of Winnipeg  
Sparling Hall, Second Floor  
515 Portage Avenue  
Winnipeg, MB R3B 2E9  
Phone: 204-786-9251  
Fax: 204-772-2547  
Website: [aurora.uwinnipeg.ca](http://aurora.uwinnipeg.ca)

### **Big Brothers Big Sisters of Winnipeg**

This association initiates and supports nurturing relationships between adult volunteers and young children in need of friendship and guidance that can be provided by positive role models. This program also operates in Portage la Prairie, Brandon, Morden and Winkler.

### **Big Brothers Big Sisters of Winnipeg**

2nd Floor, 765 Portage Avenue  
Winnipeg, MB R3G 0N2  
Phone: 204-988-9200  
Fax: 204-988-9208  
E-mail: [main@bigwinnipeg.ca](mailto:main@bigwinnipeg.ca)  
Website: [www.bigwinnipeg.com](http://www.bigwinnipeg.com)

### **Block Parent Program of Winnipeg**

The ***Block Parent Program*** sponsors a community neighbourhood volunteer safety program. Children and seniors, who temporarily need a safe place to go, can get help at volunteers' homes, which are identified by a sign in the window indicating they are available. Volunteers are screened by the Winnipeg Police Service.

### **Block Parent Program of Winnipeg**

466 Gertrude Avenue  
Winnipeg, MB R3L 0M8  
Phone: 204-284-7562  
Fax: 204-284-7562  
E-mail: [bppw@mts.net](mailto:bppw@mts.net)  
Website: [www.winnipegblockparents.mb.ca](http://www.winnipegblockparents.mb.ca)

### **Blues and Beyond Support Group**

The Blues and Beyond Support Group, operated by the Women's Health Clinic, is for women experiencing postpartum emotional adjustment difficulties. Please contact:

### **Blues and Beyond Support Group**

Women's Health Clinic  
Phone: 204-947-2422 ext. 113

### **Bookmates**

Bookmates is a non-profit organization that supports family literacy by providing information and workshops for families and community agencies.

### **Bookmates**

3rd Floor, 219 Provencher Boulevard  
Winnipeg, MB R2H 0G4  
Phone: 204-582-1804  
Fax: 204-586-4577  
E-mail: [bookmate@mts.net](mailto:bookmate@mts.net)  
Website: [www.bookmatesfamilyliteracycentre.ca](http://www.bookmatesfamilyliteracycentre.ca)

### **Brandon Access Exchange Service**

This centre provides a safe, neutral site to support parent and child visits and exchanges of children for high-conflict families in Brandon and the surrounding area.

### **Brandon Friendship Centre**

836 Lorne Avenue  
Brandon, Manitoba R7A 0T8  
Phone: 204-729-8115  
Fax: 204-726-0902  
E-mail: [bfcaccess@mts.net](mailto:bfcaccess@mts.net)

### **Child Guidance Clinic (CGC)**

The Child Guidance Clinic is a school-based support agency that provides clinical services to students, parents and teachers in Winnipeg School Division and River East-Transcona. Clinic services include: speech-language, reading, social work, school psychologist and audiology. Services are provided at no charge to children and their families. Arrangements are made through the school.

### **Child Guidance Clinic (CGC)**

700 Elgin Avenue  
Winnipeg, MB R3E 1B2  
Phone: 204-786-7841  
Fax: 204-783-6068

### **Community Treatment Centres – New Directions for Youth, Adults and Families**

These centres are residences for children and youth (males: six to 11 years, females: 13 to 15 years) referred by a child and family services agency for treatment or healing. These community-based facilities help young people re-integrate into their own families; or, if

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necessary, an alternative living situation in their community. They provide a non-judgmental, safe and caring environment.

### **New Directions for Youth, Adults and Families**

Community Treatment Centres

400-491 Portage Avenue

Winnipeg, MB R3B 2E4

Phone: 204-786-7051 ext. 279

Fax: 204-774-6468

Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

### **Compassionate Friends**

This volunteer self-help group offers support and information to parents grieving the death of a child (of any age) through monthly meetings, telephone friends and a bimonthly newsletter.

### **The Compassionate Friends of Winnipeg, Manitoba**

685 William Avenue

Winnipeg, MB R3E 0Z2

Phone: 204-787-4896

Website: [www.tcfwinnipeg.org](http://www.tcfwinnipeg.org)

### **Elizabeth Hill Counselling Centre**

The centre provides free therapy and counselling to children and teens, couples and families through the University of Manitoba's Faculty of Social Work. Programs include family and couple therapy, theraplay, sibling therapy, parent counselling, and the Men's Resource Centre.

### **Elizabeth Hill Counselling Centre**

301-321 McDermot Avenue

Winnipeg, MB R3A 0A2

Phone: 204-956-6560

Intake Line: 204-956-6562

Toll free: 1-866-672-3422

Men's Resource Centre (Intake Line): 204-956-9528

Fax: 204-943-4073

Website: [www.elizabethhill.ca](http://www.elizabethhill.ca)



**Families Affected by Sexual Assault (FASA)**

The FASA program of New Directions for Children, Youth, Adults and Families provides crisis intervention and short term therapy for individuals and families affected by sexual assault. It serves families in Winnipeg and nearby communities with a parent support group, treatment groups for pre-school and school age children and teens, and community education and training (at no cost).

**Families Affected by Sexual Assault (FASA)**

New Directions for Children, Youth, Adults and Families

400-491 Portage Avenue

Winnipeg, MB R3B 2E4

Phone: 204-786-7051 ext. 262

Fax: 204-774-6864

Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

**Family Therapy – New Directions for Children, Youth, Adults and Families**

Family Therapy, a program of New Directions for Children, Youth, Adults and Families, provides therapy to families in Winnipeg or the immediate vicinity. It helps those who are experiencing stressful or difficult situations that affect their children. The program also offers a support program for parents of high risk/street involved youth. The service is free and the waiting list opens in January, April, June and September.

**Family Therapy**

New Directions for Children, Youth, Adults and Families, Inc.

400-491 Portage Avenue

Winnipeg, MB R3B 2E4

Phone: 204-786-7051 ext. 262

Fax: 204-774-6468

Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca) (E-mail links off website)

### **Kids Help Phone**

This is a 24-hour, toll free, national, bilingual, anonymous phone counselling, referral and Internet service for children and youth. Professional counsellors answer an average of 1,000 calls every day about relationships, school, substance abuse, violence, suicide and other concerns. Web users can participate in moderated discussion boards on the website.

#### **Kids Help Phone**

Toll free: 1-800-668-6868

E-mail: [info@kidshelpphone.ca](mailto:info@kidshelpphone.ca)

or [manitoba@kidshelpphone.ca](mailto:manitoba@kidshelpphone.ca)

Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

### **Manitoba Farm and Rural Stress Line**

The Manitoba Farm and Rural Stress Line provides confidential support, counselling, information and referrals for farm and rural families. Calls are answered by trained counsellors with farming backgrounds and strong rural identities. Their interactive website provides up-to-date information on programs and services for rural Manitobans.

Toll free: 1-866-367-3276

E-mail General Inquiry: [info@ruralstress.ca](mailto:info@ruralstress.ca)

E-mail Helpline: [help@ruralstress.ca](mailto:help@ruralstress.ca)

Website: [www.ruralstress.ca](http://www.ruralstress.ca)

### **Manitoba Foster Family Network Inc. (MFFN)**

The ***Manitoba Foster Family Network Inc.*** (MFFN) encourages, promotes and helps develop healthy foster homes to improve the quality of life for children in care. They provide support to foster parents in dealing with an agency and for communication between licensed foster parents.

### **Manitoba Foster Family Network Inc. (MFFN)**

3rd floor, 555 Broadway  
Winnipeg, MB R3C 0W4  
Phone: 204-940-1280  
Toll free: 1-866-458-5650  
Fax: 204-940-1283  
E-mail: [manfost@mts.net](mailto:manfost@mts.net)  
Website: [www.mffn.ca](http://www.mffn.ca)

### **Military Family Resource Centre (Winnipeg)**

This goal of this agency is to enhance the quality of life for family members of Canadian Forces personnel by providing special programs and services to promote health, education and social well-being.

### **Military Family Resource Centre (Winnipeg)**

102 Comet Street  
P.O. Box 17000, Station Forces  
Winnipeg, MB R3J 3Y5  
Phone: 204-489-7003 or 204-833-2500 ext. 4500  
Fax: 204-489-8587  
E-mail: [wpgmfrc@autobahn.mb.ca](mailto:wpgmfrc@autobahn.mb.ca)  
Website: [www.mfrc.mb.ca](http://www.mfrc.mb.ca)

### **ObaWaanaan, Counselling Parents In the Community**

ObaWaanaan formerly Parent Support Program, is a counselling program to help parents look at the risk of child abuse in their families and sort out issues that interfere with positive parenting.

### **ObaWaanaan, Counselling Parents in the Community**

New Directions for Children, Youth, Adults and Families  
836 Ellice Avenue  
Winnipeg, MB R3G 0C2  
Phone: 204-783-7078  
Fax: 204-783-7284  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca)

### **The Office of the Children's Advocate**

The Office of the Children's Advocate represents the rights, interests and viewpoints of children and youth under the age of 18 who are receiving or are entitled to receive services under *The Child and Family Services Act* and *The Adoption Act*. The office protects the rights of children and youth while acting independently of the child welfare system.

#### **The Office of the Children's Advocate**

100 - 346 Portage Ave.  
Winnipeg, MB R3C 0C3  
Phone: 204-988-7440  
Toll free: 1-800-263-7146 (Manitoba only)  
Fax: 204-988-7472  
Website: [www.childrensadvocate.mb.ca](http://www.childrensadvocate.mb.ca)

### **Opikhiwawin**

Opikhiwawin, sponsored by New Directions for Children, Youth, Adults and Families, provides cross-cultural education and supports for non-Aboriginal families who have adopted or fostered Aboriginal children. Programs are offered to adult Aboriginal adoptees. Programs includes: cross-cultural education forums for adults, family activities programs, family and individual counselling and/or referrals and Aboriginal community cultural events. Newsletters and resource information are also available.

#### **Opikhiwawin**

New Directions for Children, Youth, Adults and Families  
836 Ellice Avenue  
Winnipeg, MB R3G 0C2  
Phone: 204-783-7078  
Fax: 204-783-7284  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca)

### **Parents without Partners**

This organization is a support group for single, widowed, divorced or separated parents. They plan social and sports activities for adult members, along with family outings. They also offer education programs, discussions, speakers and courses.

**Parents without Partners**

Chapter 350

Box 1756

Winnipeg, MB R3C 2Z9

Phone: 204-957-7172

Website: [www.geocities.com/pwp\\_winnipeg](http://www.geocities.com/pwp_winnipeg)

**St. Amant Centre**

St. Amant Centre is a residential and resource facility for children and adults with developmental disabilities. The focus is on their care, education and training. Residents are provided with personal care and are encouraged to develop their maximum potential with a philosophy of life, respect and dignity for each individual.

**St. Amant Centre**

440 River Road

Winnipeg, MB R2M 3Z9

Phone: 204-256-4301

Fax: 204-257-4349

E-mail: [inquiries@stamant.mb.ca](mailto:inquiries@stamant.mb.ca)

Website: [www.stamant.mb.ca](http://www.stamant.mb.ca)

**St. John Ambulance**

The **St. John Ambulance Child Service Provider** course is a practical guide for parents and child care workers involved in the daily care and raising of children. Areas covered include: caring, feeding and keeping your child safe, first aid and CPR techniques. Courses are held days, evenings and weekends.

**St. John Ambulance**

Manitoba Provincial Council

535 Doreen Street

Winnipeg, MB R3G 3H5

Phone: 204-784-7000

Toll free: 1-800-471-7771

Fax: 204-786-2295

E-mail: [info@mb.sja.ca](mailto:info@mb.sja.ca)

Website: [www.sja.ca](http://www.sja.ca)

### **Service Canada Centres**

Service Canada offers single window access to a wide range of federal government programs and services with more 595 service access points through offices across the country, call centres and on the Internet. Their goal is to improve the delivery of government services by providing Canadians with one-stop, personal service they can access however they choose: by telephone, Internet, or in person. They can help you find information on: education, training, employment, health, housing, immigration, income assistance, legal assistance, personal documents and savings plans, etc.

There are nearly 50 centres throughout Manitoba. To find the one nearest to you:

#### **Service Canada Centres**

Toll free: 1-800-O-CANADA (1-800-622-6232)

TTY: 1-800-926-9105

Phone-in hours: 8:00 a.m. to 8:00 p.m. in Manitoba

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### **Sherpa Mothers Mentoring Program**

The Sherpa Mothers Mentoring Program, operated by the Women's Health Clinic, offers women experiencing a variety of postpartum adjustment issues, including post partum depression, with regular telephone and/or in-person support from a trained volunteer peer support worker. Contact:

#### **Sherpa Mothers Mentoring Group**

Women's Health Clinic

Phone: 204-947-2422, ext. 113

Fax: 204-943-3844

TTY: 204-956-0385

### **Treatment Resources and Individualized Living Supports (TRAILS) and Regional Specialized Foster Care – New Directions for Children, Youth, Adults and Families**

Both the urban component of TRAILS and its rural Regional Specialized Foster Care (RSFC) component use a clinical case management format to provide treatment foster care, individual

placements and supported independent living for high needs children and youth.

**Trails and Regional Specialized Foster Care**

New Directions for Children, Youth, Adults and Families  
400-491 Portage Avenue  
Winnipeg, MB R3B 2E4  
Phone: 204-786-7051  
Fax: 204-774-6468  
Website: [www.newdirections.mb.ca](http://www.newdirections.mb.ca)

**Voices! Manitoba's Youth in Care Network**

This is a youth-driven program that provides support and advocacy for youth moving from being wards of the government to independence. Members range in age from 12 to 30 years and they work to raise awareness of the challenges facing youth-in-care through public education.

**Voices! Manitoba's Youth in Care Network**

929 Main Street  
Winnipeg, MB R2W 3P2  
Phone: 204-982-4956  
Toll free: 1-866-982-4956  
Fax: 204-982-4950  
E-mail: [info@voices.mb.ca](mailto:info@voices.mb.ca)  
Website: [www.voices.mb.ca](http://www.voices.mb.ca)

**Winnipeg Children's Access Agency**

This centre provides a safe, neutral site to support parent and child visits and exchanges of children for high conflict families.

**Winnipeg Children's Access Agency**

385 River Avenue  
Winnipeg, MB R3L 0L3  
Phone: 204-284-4170  
Toll free: 1-866-886-6153  
Fax: 204-284-4162  
Website: [www.wcaa.ca](http://www.wcaa.ca)



### **YMCA/YWCA**

Please see YMCA/YWCA in the Recreation and Wellness section.

### **Youth Resource Centre**

The Youth Resource Centre, a project of Macdonald Youth Services, is an emergency shelter for at-risk youth in Winnipeg. It provides youth 12 to 21 years of age with free information and counselling for personal problems, parent and teen conflicts, abuse issues, peer pressure, alcohol and drug issues, safer sex information, legal issues, gang involvement, educational and employment opportunities.

The centre also operates a safe temporary shelter seven days a week for youth aged 12 to 17. The shelter is open from 9:30 p.m. to 9:00 a.m. and offers an alternative to being on the streets or in other dangerous situations.

#### **Youth Resource Centre**

Macdonald Youth Services  
161 Mayfair Avenue  
Winnipeg, MB R3L 0A1  
Phone: 204-477-1804  
Fax: 204-284-4431  
Toll free: 1-888-477-1804  
Website: [www.mys.ca](http://www.mys.ca)

**SUPPORTS FOR WOMEN**

Women's resource centres offer a variety of programs, including abuse counselling, assistance with job searches, information sessions on money management, parenting and other life skills.

**North Point Douglas Women's Centre**

221 Austin Street North  
Winnipeg, MB R2W 3M8  
Phone: 204-947-0321  
Fax: 204-957-8978

**West Central Women's Resource Centre**

Lower Level, 583 Ellice Avenue  
Winnipeg, MB R3B 1Z7  
Phone: 204-774-8975  
Fax: 204-783-3173  
E-mail: [wcwrc@mts.net](mailto:wcwrc@mts.net)  
Website: [www.wcwrc.ca](http://www.wcwrc.ca)

**Winnipeg Central Park Women's Resource Centre**

201-420 Edmonton Street  
Winnipeg, MB R3B 3B6  
Phone: 204-944-8685

For information regarding Manitoba's other women's resource centres see Abuse – Resource Centres.

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